



Ontario  
Energy  
Board | Commission  
de l'énergie  
de l'Ontario

**ELECTRICITY REPORTING & RECORD KEEPING REQUIREMENTS**  
**Updated March 20, 2026**

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# 1 GENERAL AND ADMINISTRATIVE PROVISIONS

## 1.1 The purpose of these reporting and record keeping requirements

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

## 1.2 Definitions

“Act” means the Ontario Energy Board Act, 1998, c. 15, Schedule B;

“affiliate” has the meaning given to it under the Business Corporations Act (Ontario);

“Board” means the Ontario Energy Board;

“centralized service provider” means the centralized service provider engaged by the Board to administer the OESP on the Board’s behalf;

“conditions of service” means the document developed by a distributor in accordance with section 2.4 of the Distribution System Code that describes the operating practices and connection policies of the distributor;

“consumer” means a person who uses, for the person’s own consumption, electricity that the person did not generate;

“distributor” means a person who owns or operates a distribution system and is licensed as a distributor by the Board;

“electricity storage provider” means a person who is licensed as an electricity storage provider by the Board;

“electricity transmission line” means a line, transformers, plant or equipment used for conveying electricity at voltages higher than 50 kilovolts; (“ligne de transport d’électricité”) (section 89, OEB Act);

“eligible low-income customers” has the same meaning as in the Distribution System Code;

“generator” means a person who is licensed as a generator by the Board;

“IESO” means the Independent Electricity System Operator;

“information services” means computer systems, services, databases and persons knowledgeable about the utility’s information technology systems;

“LEAP” means the Low-Income Energy Assistance Program established by the Board;

“OESP” means the Ontario Electricity Support Program established pursuant to section 79.2 of the Act;

“OESP tariff code” means the tariff code assigned to an OESP recipient by the centralized service provider;

“retailer” means a person who retails electricity and is licensed as a retailer by the Board;

“RPP” means the “Regulated Price Plan”, being the rates for commodity set by the Board from time to time under section 79.16 of the Act in accordance with the Standard Supply Service Code;

“SSS” means “standard supply service”, being the manner in which a distributor must fulfill its obligation to sell electricity under section 29 of the Electricity Act, 1998, including by giving or to give effect to RPP rates determined by the Board;

“transmitter” means a person who owns or operates a transmission system and is licensed as a transmitter by the Board;

“uniform system of accounts” means the system of accounts prescribed in the Board’s Accounting Procedures Handbook for Electric Distribution Utilities;

“unit sub-meter provider” means a person who is licensed as a unit sub-meter provider by the Board;

### **1.3 Interpretation and Computation of Time**

Unless otherwise defined in these Electricity Reporting and Record Keeping Requirements, words and phrases shall have the meaning ascribed to them in the licences issued by the Board, the Act or the Electricity Act, 1998 as the case may be. Words importing the singular include the plural and vice versa. A reference to a document or a provision of a document includes an amendment or supplement to, or a replacement of, that document or that provision of that document.

If the time for doing an act under these Electricity Reporting and Record Keeping Requirements expires on a day that is not a business day, the act may be done on the next day that is a business day. For this purpose, a “business day” means any day that is not a Saturday, a Sunday or a legal holiday in the Province of Ontario.

## **1.4 To whom these reporting and record keeping requirements apply**

These Electricity Reporting and Record Keeping Requirements apply to all electricity distributors, transmitters, retailers, unit sub-meter providers, generators and electricity storage providers licensed by the Board under Part V of the Act and to the IESO. All licensed distributors, transmitters, retailers, unit sub-meter providers, generators and electricity storage providers and the IESO are obligated to comply with these Reporting and Record Keeping Requirements as a condition of their licence other than in respect of items identified as voluntary. However, the retailer provisions do not apply to distributors who are also licensed as retailers for the purpose of providing standard supply service.

## **1.5 Manner and format of reporting and record keeping**

Licensed transmitters, distributors, retailers, unit sub-meter providers, generators and electricity storage providers and the IESO shall report and record information under these Electricity Reporting and Record Keeping requirements in the manner and form prescribed by the Board.

## **1.6 Periods for which information is reported**

Annual reporting covers information for the entire calendar year, from January 1 to December 31. Quarterly reporting covers information for each quarter of the calendar year - from January 1 to March 31, April 1 to June 30, July 1 to September 30 and October 1 to December 31. Monthly reporting covers information for each entire month of the calendar year, from January to and including December.

## **1.7 Confidentiality of information**

The Board intends to treat information filed under the specific sections of these Electricity Reporting and Record Keeping Requirements listed below in confidence. All other information filed will be publicly available.

Distributor: 2.1.2 (b); 2.1.2 (c) and 2.1.2(d) to the extent that the information pertains to retailer customers; 2.1.22, 2.3.1; 2.3.3; 2.3.5 (c), 2.3.5 (d); 2.3.6; 2.3.7; and 2.3.8

Transmitter: 3.1.7, 3.1.10, 3.3.2; 3.3.4 (c and d); 3.3.5; and 3.3.6

Retailer: 4.1.1; 4.1.1a; 4.1.2; 4.1.2a; 4.2.1; 4.2.2; 4.2.2a; 4.2.3; and 4.2.4

Unit Sub-Meter Provider: 8.1.2 (a) and 8.1.2 (b)

The Board reserves the right to disclose aggregated information as well as information in a form such that the identity of any individual cannot be determined. The Board cautions that information treated as confidential may still be disclosed in a proceeding before the Board. However, a party to that proceeding would be able to request the Board to hold the document in confidence in that proceeding. The Board further cautions that it is subject to the Freedom of Information and Protection of Privacy Act (Ontario).

## 2 DISTRIBUTORS

### 2.1 Reporting

**2.1.1** Discontinued effective March 31, 2020.

**2.1.2** A distributor shall provide, annually by April 30, a summary of the following market monitoring information at the end of the preceding year:

- a) Total number of customers on SSS for each rate class sub-divided by (i) customers on the RPP, (ii) customers not on the RPP and (iii) customers billed by IESO for commodity;
- b) The total number of wholesale market participants connected to the distributor's distribution system;
- c) Intentionally left blank. Discontinued effective March 31, 2020;
- d) Total number of customers successfully enrolled with retailers (completed enrollments accepted by the distributor for flow only), broken down by individual retailer and by rate class;
- e) For (a) above, by rate class, the total number of properties or complexes for which a declaration has been filed with the distributor under section 3.3.4 of the Standard Supply Service Code;
- f) For each property or complex referred to in (e) above, the total number of units identified in the declaration; and

Distributors whose rates are not set by the Board are exempt from this reporting requirement.

**2.1.3** Intentionally left blank.

**2.1.4** A distributor shall provide, annually by April 30, the information set out in sections 2.1.4.1 and 2.1.4.2 measuring its performance for the preceding calendar year for each of the service quality requirements set out in the Distribution System Code and for each of the system reliability indicators listed below.

#### **2.1.4.1** Reporting on Service Quality Requirements

**2.1.4.1.1** In respect of the service quality requirement for the "Connection of New Services" referred to in section 7.2 of the Distribution System Code:

- a) Total number of new low voltage services connected annually;
- b) Number of new low voltage services connected annually for which the service quality requirement set out in section 7.2 of the Distribution

System Code was met;

- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.2.3 of the Distribution System Code, the following is to be provided:
  - i. Total number of new low voltage services connected in each month
  - ii. Number of new low voltage services connected in each month for which the service quality requirement set out in section 7.2 of the Distribution System Code was met;
- e) Total number of new high voltage services connected annually;
- f) Number of new high voltage services connected annually for which the service quality requirement set out in section 7.2 of the Distribution System Code was met; and
- g) Percentage of (e) with respect to (d);
- h) If g) above does not meet the service quality requirement set out in section 7.2.3 of the Distribution System Code, the following is to be provided:
  - i. Total number of new high voltage services connected in each month
  - ii. Number of new high voltage services connected in each month for which the service quality requirement set out in section 7.2 of the Distribution System Code was met.

**2.1.4.1.2** In respect of the service quality requirement for “Appointment Scheduling” as set out in section 7.3 of the Distribution System Code:

- a) Total number of appointments described in section 7.3 of the Distribution System Code requested annually;
- b) Number of appointments annually for which the service quality requirement set out in section 7.3 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.3.4 of the Distribution System Code, the following is to be provided:
  - i. Total number of appointments described in section 7.3 of

the Distribution System Code requested in each month

ii. Number of appointments in each month for which the service quality requirement set out in section 7.3 of the Distribution System Code was met.

**2.1.4.1.3** In respect of the service quality requirement for “Appointments Met” as set out in section 7.4 of the Distribution System Code:

- a) Total number of appointments described in section 7.4 of the Distribution System Code requested or required annually;
- b) Number of appointments annually for which the service quality requirement set out in section 7.4 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.4.2 of the Distribution System Code, the following is to be provided:
  - i. Total number of appointments described in section 7.4. of the Distribution System Code requested or required in each month
  - ii. Number of appointments in each month for which the service quality requirement set out in section 7.4 of the Distribution System Code was met.

**2.1.4.1.4** In respect of the service quality requirement for “Rescheduling a Missed Appointment” as set out in section 7.5 of the Distribution System Code:

- a) Total number of missed appointments described in section 7.5 of the Distribution System Code annually;
- b) Number of missed appointments annually for which the service quality requirement set out in section 7.5 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.5.2 of the Distribution System Code, the following is to be provided:
  - i. Total number of missed appointments described in section 7.5 of the Distribution System Code in each month;
  - ii. Number of missed appointments in each month for which

the service quality requirement set out in section 7.5 of the Distribution System Code was met.

**2.1.4.1.5** In respect of the service quality requirement for “Telephone Accessibility” as set out in section 7.6 of the Distribution System Code:

- a) Total number of qualified incoming calls annually;
- b) Number of qualified incoming calls annually for which the service quality requirement set out in section 7.6 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.6.2 of the Distribution System Code, the following is to be provided:
  - i. Total number of qualified incoming calls in each month;
  - ii. Number of qualified incoming calls in each month for which the service quality requirement set out in section 7.6 of the Distribution System Code was met.

**2.1.4.1.6** In respect of the service quality requirement for “Telephone Call Abandon Rate” set out in section 7.7 of the Distribution System Code:

- a) Total number of qualified incoming calls annually;
- b) Number of qualified incoming calls annually that were abandoned before they were answered as described in section 7.7.2 of the Distribution System Code; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.7.1 of the Distribution System Code, the following is to be provided:
  - i. Total number of qualified incoming calls in each month;
  - ii. Number of qualified incoming calls in each month that were abandoned before they were answered as described in section 7.7.2 of the Distribution System Code.

**2.1.4.1.7** In respect of the service quality requirement for “Written Responses to Enquiries” as set out in section 7.8 of the Distribution System Code:

- a) Total number of qualified enquiries received annually;
- b) Number of qualified enquiries annually for which the service quality

requirement set out in section 7.8 of the Distribution System Code was met; and

- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.8.2 of the Distribution System Code, the following is to be provided:
  - i. Total number of qualified enquiries received in each month;
  - ii. Number of qualified enquiries in each month for which the service quality requirement set out in section 7.8. of the Distribution System Code was met.

**2.1.4.1.8** In respect of the service quality requirement for “Emergency Response” as set out in section 7.9 of the Distribution System Code:

- a) Total number of emergency calls received annually;
- b) Number of emergency calls annually for which the service quality requirement set out in section 7.9 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.9.2 of the Distribution System Code, the following is to be provided:
  - i. Total number of emergency calls received in each month;
  - ii. Number of emergency calls in each month for which the service quality requirement set out in section 7.9 of the Distribution System Code was met.

**2.1.4.1.9** In respect of the service quality requirement for “Reconnection Performance Standards” as set out in section 7.10 of the Distribution System Code;

- a) Total number of reconnections annually;
- b) Number of reconnections annually for which the service quality requirement as set out in section 7.10 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 7.10.2 of the Distribution System Code, the following is to be

provided:

- i. Total number of reconnections in each month;
- ii. Number of reconnections in each month for which the service quality requirement as set out in section 7.10 of the Distribution System Code was met.

**2.1.4.1.10** In respect of the service quality requirement for new micro-embedded generation facility connections on time as set out in section 6.2.7 of the Distribution System Code:

- a) Total number of new micro-embedded generation facilities connected in annually;
- b) Number of new micro-embedded generation facilities connected annually for which the service quality requirement as set out in section 6.2.7 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a);
- d) If c) above does not meet the service quality requirement set out in section 6.2.7A of the Distribution System Code, the following is to be provided:
  - i. Total number of new micro-embedded generation facilities connected in each month;
  - ii. Number of new micro-embedded generation facilities connected in each month for which the service quality requirement as set out in section 6.2.7 of the Distribution System Code was met.

#### **2.1.4.2** Reporting on System Reliability Indicators

A distributor is required to monitor the reliability index information monthly and report for each month of the year. The following definitions apply for the purposes of monitoring and reporting on each of the system reliability indicators set out below:

Definitions:

- 1) The “Average Number of Customers Served” by a distributor is the average number of customers served in the distributor’s licensed service area during the month, calculated by adding the total number of customers served on the first day of the month and the total number of customers served on the last day of the month and dividing by two.

Bulk metered buildings with individual smart sub-metering installations shall be counted as a single customer, provided that any suite metering system is not operated by the distributor and that such customers are not billed by the distributor.

Unmetered load customers should not be included in the customer count.

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

Sustained interruption: means an interruption with a duration of one minute or more. Note: This excludes interruptions to a section of the feeder when the distributor is required to isolate the feeder section as a result of an order by emergency services.

Momentary interruption: means an interruption with a duration of less than one minute. Note: These interruptions are generally restored by automatic reclosure facilities and are of a very short duration (on the order of a few seconds). If the reclosure operates multiple times within five minutes, and remain closed after that, it would be considered one momentary interruption. If the recloser operates multiple times and remains open after the operations, it would be considered a sustained interruption.

- 3) In calculating the duration of an interruption, the end of the interruption shall be considered to have occurred when service has been restored to the customer demarcation point.

The process of restoration may require restoring service in stages to small sections of the system until service has been restored to all customers. Each of these individual stages should be tracked, collecting the start time, end time and number of customers interrupted and restored for each stage. Any temporary restoration of supply which does not exceed 5 minutes shall be ignored and the interruption must be treated as continuous.

- 4) "Major Event" is defined as an event that is beyond the control of the distributor and is:
  - a) unforeseeable;
  - b) unpredictable;
  - c) unpreventable; or
  - d) unavoidable.

Such events disrupt normal business operations and occur so infrequently that it would be uneconomical to take them into account when designing and operating the distribution system. Distributors should only report events that cause exceptional and/or extensive damage to assets, take significantly longer than usual to repair and affect a substantial number of customers.

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

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

- a) The IEEE Standard 1366 approach (preferred method);
- b) The IEEE Standard 1366 approach, using a two-day rolling average

Distributors shall include all interruptions that were caused or impacted by the Major Event but exclude those that are unrelated to the event itself. For example, if a storm only impacted a portion of the distributor's service area and resulted in a Major Event, interruptions in other portions of the

distributor's service areas should not be recorded under the same Major Event, unless the restoration time of these interruptions were impacted by the storm.

The distributor should include a scheduled interruption that started before the start time of the Major Event, or if it was directly related to the Major Event (such as the interruption was scheduled in order to repair/restore the interruptions caused by the Major Event). Distributors shall not include a scheduled interruption that started after the start time of a Major Event.

Note: Generally, distributors should not report a Major Event if the root cause of the event is unknown, a fallen tree or tree branch during normal weather or environment conditions, animal contact, a scheduled interruption, equipment failure or human element.

- 5) If the distributor is of the opinion that an event, caused by any of the root causes listed above, should be considered a Major Event due to special circumstances, it should seek the OEB's guidance before reporting the interruptions under the Major Event category. "Outage" is defined as the loss of ability of a component to deliver power. An outage may or may not cause an interruption of service to customers, depending on system configuration.
- 6) "Loss of Supply" is defined as customer interruptions due to problems associated with the distribution system owned and/or operated by another distributor, and/or in the transmission system.
  - Problems "in the Transmission system" include interruptions caused by assets owned and/or operated by transmitter and generation facilities that are connected to the transmission system.
  - If the event was caused by problems associated with the distribution system owned and/or operated by the distributor, this distributor shall not report this event under loss of supply. Instead, the distributor must report the interruption based on the root cause (e.g., tree contact or equipment failure).
  - If the root cause of the event cannot be determined, the interruption shall be reported under cause code "0 Unknown."
  - If the root cause of the event was the failure of non-distributor owned electrical equipment, the distributor shall report this event under cause code "9 Foreign Interference."
  - If the event was caused by Distributed Energy Resources (DERs), the interruptions will be reported under cause code "5 Equipment Failure," "8 Human Element" or "9 Foreign Interference" depending on the root cause and ownership of the DER(s)

- For the purpose of reliability reporting, DERs include embedded generation facilities and storage facilities.

#### **2.1.4.2.1 System Average Interruption Duration Index (SAIDI)**

- a) Total number of customer-hours of interruptions in each month;
- b) Average number of customers served in each month; and
- c) SAIDI is (a)/ (b).

#### **2.1.4.2.2 SAIDI (Loss of Supply Adjusted)**

This index adjusts SAIDI for the effects of interruptions caused by Loss of Supply, and is calculated in the same way as described in section 2.1.4.2.1, except that the total customer-hours of interruptions caused by Loss of Supply events is deducted from the total customer-hours of interruptions.

#### **2.1.4.2.3 System Average Interruption Frequency Index (SAIFI)**

- a) Total number of interruptions in the month;
- b) Average number of customers served in each month; and
- c) SAIFI is (a)/ (b).

#### **2.1.4.2.4 SAIFI (Loss of Supply Adjusted)**

This index adjusts SAIFI for the effects of interruptions caused by Loss of Supply, and is calculated in the same way as described in section 2.1.4.2.3, except that the total number of interruptions caused by Loss of Supply events is deducted from the total interruptions.

#### **2.1.4.2.5 Reporting Cause Codes**

For each Primary Cause of Interruption as set out below, a distributor shall, for each month, report the following data:

- a) Name of the Cause of Interruption;
- b) Number of interruptions that occurred as a result of the Cause of Interruption;
- c) Number of customer interruptions that occurred as a result of the Cause of Interruption; and
- d) Number of customer-hours of interruptions that occurred as a result of

the Cause of Interruption.

For each Sub-cause of interruption as set out below, a distributor shall, for each month, report the following data:

- a) Name of the Cause of Interruption;
- b) Number of interruptions that occurred as result of the Cause of Interruption;
- c) Number of customer interruptions that occurred as a result of the Cause of Interruption; and
- d) Number of customer-hours of interruptions that occurred as a result of the cause of interruption.

Primary Cause Code	Sub-Cause Code	Cause Code Name	Description	Examples
0		<b>Unknown</b>	Interruption with no apparent cause.  If the interruption was caused by equipment failure and the distributor cannot determine the root cause of the failure, the interruption should be reported under cause code 5 (cause code 5.1).	
1		<b>Scheduled</b>	Interruption due to disconnection at a selected time for the purpose of construction or maintenance.  Scheduled interruption initiated by transmitter or host distributor should be reported under cause code 2.	

			Any additional interruption taken to allow for staged restorations should be reported under the root cause of the previous interruption. For example, if the distributor needs to interrupt load to switch a section of overhead line back into service following a car accident, this interruption should be attributed to cause code 9 (or cause code 9.2).	
	1.1	Non-distributor activities	Interruption required to safely perform activity that is unrelated to the distributor’s distribution system.	<ul style="list-style-type: none"> <li>○ Scheduled interruption to isolate a feeder section for third-party telecommunication attachments.</li> <li>○ Interruptions required to relocate a feeder due to road widening.</li> <li>○ Road/bridge/building construction and movement of very large items, like buildings and bridge trusses, etc.</li> </ul>
	1.2	Distributor activities	Interruption required to allow the distributor to safely perform construction or maintenance activity.	<ul style="list-style-type: none"> <li>○ Scheduled interruption to repair or replace a leaking transformer.</li> <li>○ Secondary interruption which must be taken in order to repair and/or reinstate equipment back into normal configuration after a previously restored customer interruption.</li> </ul>

				<ul style="list-style-type: none"> <li>○ A scheduled interruption for new builds or upgrade activities, such as replacing a pole-mounted transformer and removing equipment.</li> <li>○ A scheduled interruption for maintaining the distributor’s distribution system such as trimming trees.</li> <li>○ After restoring an interruption caused by a storm, the distributor may decide to defer some non-urgent repairs to a later date, which can be a few weeks or months later. The interruptions scheduled to perform these non-urgent repairs should be reported under cause code 1.2.</li> </ul>
2		<b>Loss of Supply</b>	<p>Interruption due to problems associated with the distribution system owned and/or operated by another distributor, and/or in the transmission system.</p> <p>This cause code includes interruptions caused by transmitter or host distributor scheduled interruption.</p>	

	2.1	Loss of Supply Transmission	Problems in the transmission system or assets owned and maintained by the transmitter.	<ul style="list-style-type: none"> <li>○ A failure or mis-operation of 27.6 or 44 kV<sup>1</sup> feeder breaker owned by a transmitter interrupted the distributors who are connected to this feeder.</li> <li>○ Scheduled interruption due to the maintenance work on the transmission equipment.</li> </ul>
	2.2	Loss of Supply Distribution	Problems associated with the distribution system owned and/or operated by another distributor	<ul style="list-style-type: none"> <li>○ A tree branch fell on an overhead distribution line owned by a host distributor and caused an interruption to the downstream distributor. The downstream distributor will report this interruption under cause code 2.2.</li> <li>○ A tree branch fell on an overhead distribution line located outside of the distributor's service area and tripped the feeder breaker. The opening of the feeder breaker caused a loss of supply to the distributor.</li> </ul>
3		<b>Tree Contacts</b>	Interruption caused by faults resulting from tree contact with energized circuits except for the interruptions under the conditions described under cause code 6. Fallen tree or tree branches on customer	

<sup>1</sup> For the purpose of cause code reporting, interruptions caused by issues with transmitter owned station feeder breakers, which are operated at distribution voltage levels of 50 kilovolts or less as defined in the Distribution System Code, are reported under Loss of Supply Transmission (cause code 2.1)

			owned line or equipment should be reported under cause code 9 (cause code 9.4).	
	3.1	Fallen tree on right-of-way	Entire or major portion of, or major trunk of a tree, where the base of the tree situated on distribution right-of-way or public right-of-way, that falls on an energized line or other distribution system equipment.	<ul style="list-style-type: none"> <li>○ A major portion of a tree, located on public right-of-way, fell and broke a piece of distribution equipment resulting in an interruption. This event occurred when the wind speed at the time would not meet the criteria for adverse weather conditions (cause code 6).</li> </ul>
	3.2	Broken branch/tree growth/untrimmed tree	Branch breaks from tree and strikes lines or equipment, or tree growth causes damage to lines or equipment	<ul style="list-style-type: none"> <li>○ A tree branch keeps brushing a distribution line and eventually caused the protection to lockout resulting in an interruption. This event occurred when the wind speed at the time would not meet criteria for adverse weather conditions (cause code 6).</li> <li>○ Branch breaks away from tree and struck lines or equipment resulting in an interruption. This event occurred when the wind speed at the time would not meet criteria for adverse weather conditions (cause code 6)</li> <li>○ Tree growth caused damage to lines or equipment resulting in an interruption.</li> </ul>

	3.3	<p> Fallen tree off right-of-way</p>	<p> Entire or major portion of, or major trunk of a tree, where the base of the tree situated off distribution right-ofway or public right-of-way, that falls on an energized line or other distribution system equipment.</p>	<p> ○A tree, where the base of the tree was located on a customer’s property, fell on a distributor owned line or equipment. This event occurred when the wind speed at the time would not meet criteria for adverse weather conditions (cause code 6).</p>
4		<p><b>Lightning</b></p>	<p> The lightning category includes all interruptions caused by lightning.</p> <p> This may be by a direct strike contacting the wires or another piece of equipment, or by a lightning-induced flashover of the wires or to another piece of equipment.</p>	<p> ○A tree contact that damages equipment and causes an interruption to power due to a lightning strike is coded as lightning.</p>
5		<p><b>Equipment Failure</b></p>	<p> Interruption resulting from the failure of distributor-owned equipment due to deterioration, insufficient maintenance or defective equipment/material.</p> <p> Customer interruptions caused by DER equipment failure shall be reported under cause code 5 (cause code 5.2) if the DER is owned by the distributor.</p>	

			<p>Scheduled interruption to repair/replace deteriorated equipment should be reported under cause code 1 (cause code 1.2).</p> <p>If the deteriorated equipment did not fail, however its condition required immediate interruption to repair/replace, the interruption should be reported under cause code 5 (cause code 5.1)</p>	
	5.1	Equipment failure	Any failure of distribution equipment resulting from deterioration or improper maintenance of the distribution equipment.	<ul style="list-style-type: none"> <li>○ An insulator burned out and caused an interruption.</li> <li>○ A crossarm brace bolt broke and resulting in an interruption.</li> <li>○ Corrosion caused a transformer oil leak resulting in an interruption.</li> <li>○ Moisture entered a transformer and caused an interruption.</li> <li>○ The interruption was caused by equipment failure but the root cause of the equipment failure is unknown.</li> </ul>
	5.2	Distributed Energy Resource (DER)* Failure	<p>Any failure of a distributor-owned DER facility.</p> <p>Any failure of a customer-owned DER facility should be reported under cause code 9 (cause code 9.5)</p>	<ul style="list-style-type: none"> <li>○ An interruption due to distributor-owned energy storage that failed to mitigate a power quality issue on the feeder as designed.</li> </ul>

	5.3	Defective equipment/material	Equipment/material was flawed in some way at the time of installation, which resulted in its failure substantially before expected end-of-life.	<ul style="list-style-type: none"> <li>○ A manufacturer assembly defect or poor design of the equipment/material caused an interruption.</li> </ul>
<b>6</b>		<b>Adverse Weather</b>	<p>Interruption resulting from severe rain, ice storms, heavy snow, severe windstorm (~90 kilometres an hour or greater), extreme temperatures, freezing rain, frost, hail or other extreme weather conditions (exclusive of cause code 4). Adverse weather includes but is not limited to the following conditions:</p> <ul style="list-style-type: none"> <li>• Severe windstorm of ~90 kilometres an hour or greater.</li> <li>• Rain at zero degrees Celsius, resulting in freezing rain accumulating on conductors.</li> <li>• Ice or snow buildup on distribution equipment/lines</li> </ul>	
	6.1	Tree contact weather	<p>Fallen tree or tree branches due to adverse weather conditions.</p> <p>This cause code includes interruptions caused by equipment breakage as a result of fallen tree/tree branches.</p>	<ul style="list-style-type: none"> <li>○ Severe windstorm caused tree branches to touch overhead lines causing protection to lockout.</li> <li>○ Severe windstorm caused trees to fall damaging a piece of distribution equipment</li> </ul>

	6.2	Equipment breakage	Equipment breakage or temporary malfunction due to adverse weather conditions that do not fall under cause code 6.1.	<ul style="list-style-type: none"> <li>○ Ice formed on distribution lines during rainfalls, weight forced lines to collapse resulting in an interruption.</li> <li>○ Severe windstorm broke a distribution pole.</li> </ul>
	6.3	Other Adverse Weather	Interruption caused by adverse weather but did not involve tree contact or equipment breakage	
7		<b>Adverse Environment</b>	Interruption due to distributor equipment being subject to abnormal environments, such as salt spray, industrial contamination, humidity, corrosion, vibration, fire or flooding.	<ul style="list-style-type: none"> <li>○ Salt spray corroded the connections causing an interruption.</li> <li>○ Forest fire required that power be interrupted.</li> <li>○ When flood waters (except for flood cause by watermain break) create a path between live and grounded parts causing a flashover, or when flood waters physically disrupt distribution facility to cause an interruption.</li> </ul>
8		<b>Human Element</b>	Interruption due to the interface of distributor staff with the distribution system. Only interruptions caused by distributor staff should be reported under this cause code, including improper protection settings, improper system operation and improper construction & installation.	<ul style="list-style-type: none"> <li>○ A technician opened the wrong switching device causing an interruption to occur.</li> <li>○ An incorrect size of a fuse for a primary circuit was used resulting in an electrical failure and interruption.</li> </ul>

				<ul style="list-style-type: none"> <li>○ Incorrect design schema used for mounting a pole transformer, eventually resulting in an interruption.</li> <li>○ During construction, an electrical cable was accidentally cut by a distributor staff resulting in an interruption.</li> <li>○ Commissioning activities caused an unplanned interruption</li> <li>○ Field workers performed maintenance according to incorrect record or label resulting in an interruption.</li> <li>○ Acting on the distributor’s behalf, contractors accidentally damaged a transformer and caused an interruption.</li> </ul>
	8.1	Distributed Energy Resource (DER)	Interruption caused by improper connection and/or improper operation of DERs by the distributor. If the DER is not owned by the distributor, and the DER has been operated improperly by the customer or a third party, it should be reported under cause code 9 (cause code 9.5).	
	8.2	Other Human Element	Any other interruptions caused by distributor staff or contractors acting on the distributor’s behalf.	

9		<b>Foreign Interference</b>	Interruption caused by external factors, such as those caused by customer equipment, DERs not owned by distributors, animals, vehicles, dig-ins, vandalism, sabotage, foreign objects and cybersecurity events.	
	9.1	Wildlife	Interruption caused by contact with any form of wildlife.	○ Raccoon damaged a circuit breaker.
	9.2	Vehicle	Motor vehicle accidents, which impacted distributor infrastructure.	○ A vehicle crashed into a distribution pole and caused an interruption.
	9.3	Dig-in	Interruption caused by contact with underground infrastructure (e.g., conductor in conduit, transformers in underground vaults) due to non-distributor excavation, whether a locate was provided or not.	○ A customer used an auger and dug down and cut a cable, taken out several houses' electricity supply
	9.4	Customer equipment	Failure or improper operation of electrical equipment not owned by distributors (excluding DER equipment) that caused interruption to one or more customers. Fallen tree or tree branches on customer-owned line or equipment shall be reported under this cause.	○ A customer-owned equipment failure caused an interruption to other customers supplied on the same feeder/feeder section.

	9.5	Distributed Energy Resource (DER)	Failure or improper operation of DER facilities not owned/operated by distributors.	<ul style="list-style-type: none"> <li>○ A customer owned DER's protection didn't operate as designed to isolate a fault in the DER facility and interrupted other customers supplied on the same feeder/feeder section.</li> </ul>
	9.6	Other (non-distributor staff)	<p>Interruption caused by the act of a person other than distributor staff or other foreign interference. Including interruptions caused by agricultural or construction equipment, trespassing by non-distributor staff, sabotage, terrorism, cybersecurity event, balloons, kites, sneakers, foreign object, etc.</p>	<ul style="list-style-type: none"> <li>○ Homeowner cut tree in their yard and it fell on distribution lines, interrupting both their power and their neighbours power.</li> <li>○ Vandals broke into pad-mounted transformer and damaged it.</li> <li>○ When flood waters caused by watermain break created a path between live and grounded parts causing a flashover, or when flood waters physically disrupted distribution facility to cause an interruption.</li> <li>○ A theft of copper at a station caused an interruption.</li> </ul>

\* For the purpose of reliability reporting, DERs include embedded generation facilities and storage facilities.

**2.1.4.2.6 Measuring and Reporting Practices**

A distributor shall report to the Board if it has introduced, or is in the process of introducing, any new system reliability measuring and reporting practices or any new distribution system technologies that impacted its reported performance results for the current year in comparison to previous years.

This report shall describe the new practice or technology, the current status of the implementation of the new practice or technology, and the scope of the impact, including the percentage of change between the results reported in the previous year and the results reported in the current year.

#### **2.1.4.2.7 Identifying Outage Start Time**

A distributor shall report to the Board whether the greatest number of its outage start times were a) the time at which the distributor received a communication from a customer reporting the interruption; or b) the time at which the distributor otherwise determined that the interruption began.

#### **2.1.4.2.8 SAIDI (Major Events Adjusted)**

This index adjusts SAIDI for the effects of interruptions caused by Major Events, and is calculated in the same way as described in section 2.1.4.2.1, except that the total customer-hours of interruptions caused by Major Events is deducted from the total customer-hours of interruptions.

#### **2.1.4.2.9 SAIFI (Major Events Adjusted)**

This index adjusts SAIFI for the effects of interruptions caused by Major Events, and is calculated in the same way as described in section 2.1.4.2.3, except that the total number of interruptions caused by Major Events is deducted from the total interruptions.

#### **2.1.4.2.10 Major Event Response Reporting**

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

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

Please note that, except Loss of Supply events, a Major Event shall meet all of the criteria listed under the first, second and fourth paragraph of the Major Event definition written under the RRR 2.1.4.2.

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?
2. If the distributor did have prior warning, did the distributor arrange to have extra employees on duty or on standby prior to the Major Event beginning?
3. If the distributor did have prior warning, did the distributor issue any alert to the public warning of possible outages resulting from the pending Major Event?
4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

During the Major Event

1. Please identify the main contributing Cause of the Major Event as per the table in section 2.1.4.2.5 of the Electricity Reporting and Record Keeping Requirements. Please provide a brief description of the event. If the event was caused by weather conditions, please specify the type of weather involved – such as high winds, freezing rain, tornadoes, ice storms, blizzards, heavy rainfall, flooding, or lightning storms.
2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?
3. When did the Major Event begin (date and time)?
4. If the Major Event was not caused by adverse weather, did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event? If yes, please provide a brief description of the information. If no, please explain.
5. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?
6. How many hours did it take to restore 90% of the customers who were interrupted?
7. How many customers experienced service interruptions lasting less than 24 hours?
8. How many customers experienced service interruptions lasting between 24 and 48 hours?
9. How many customers experienced service interruptions lasting between 48 and 96 hours?
10. How many customers experienced service interruptions lasting between 96 and 168 hours?
11. How many customers experienced service interruptions lasting over 168 hours?

12. Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of the Loss of Supply outages.
13. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities? If yes, please provide the name of the utilities who provided the assistance?
14. Did the distributor run out of any needed equipment or materials during the Major Event? If yes, please describe the shortages.
15. Provide the following characteristics of the Major Event:
  - i. Total number of feeders interrupted during the course of the event
  - ii. The maximum number of customers that were concurrently without power at any point during the event.
16. What is the total number of damage assessments performed by the distributor during the course of the event?
17. What percentage of damage assessments were completed:
  - i. Within 4 hours after the interruption began
  - ii. Within 8 hours after the interruption began
  - iii. Within 12 hours after the interruption began
  - iv. Over 12 hours after the interruption began
18. What communication methods were used to inform customers during the Major Event? Select all that apply:
  - Distributor's website
  - Social media
  - Email
  - Text message
  - Telephone line
  - Radio broadcast
  - Other (please specify)
19. During the Major Event, did any of the communication methods used become unavailable? If so, identify which one(s).
20. Provide SAIDI and SAIFI values for this Major Event.

#### After the Major Event

1. What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

#### **2.1.4.2.11 Post Consolidation Reliability Reporting**

Distributors that have completed a consolidation transaction after January 1, 2025 are to provide either rate zone or feeder-level reliability

reporting for each of the pre-consolidation rate zones, during the approved deferred rebasing period.

If rate zone reporting is being submitted, the information required by sections 2.1.4.2.1 to 2.1.4.2.10 shall be provided for each of the pre-consolidation rate zones in addition to reporting on a consolidated basis.

If feeder-level reliability reporting is being submitted, then the rate zone and 'Name of the Feeder' must be uniquely identified together with the data below:

- (a) Name of Rate Zone
- (b) Name of the Station
- (c) Name of the Feeder
- (d) Feeder Average Interruption Frequency Index (FAIFI)
  - i. Total number of customer interruptions occurred on the feeder in the year;
  - ii. Average number of customers served by the feeder in the year<sup>2</sup>; and
  - iii. FAIFI is i./ii.
- (e) Feeder Average Interruption Duration Index (FAIDI)
  - i. Total number of customer-hours of interruptions in the year;
  - ii. Average number of customers served by the feeder in the year; and
  - iii. FAIDI is i./ii.
- (f) Feeder Average Interruption Frequency Index (Loss of Supply Adjusted)

This index adjusts FAIFI for the effects of interruptions caused by Loss of Supply, and is calculated in the same way as described in (d), except that the total number of customer interruptions caused by Loss of Supply events is deducted from the total customer interruptions.
- (g) Feeder Average Interruption Duration Index (Loss of Supply Adjusted)

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<sup>2</sup> The "Average number of customers served by the feeder" is calculated by adding the total number of customers served by that feeder on the first day of the year and the total number of customers served by that feeder on the last day of the year and the total number of customers served by that feeder on the last day of the year and dividing by two.

This index adjusts FAIDI for the effects of interruptions caused by Loss of Supply, and is calculated in the same way as described in (e), except that the total customer-hours of interruptions caused by Loss of Supply events is deducted from the total customer-hours of interruptions.

(h) Feeder Average Interruption Frequency Index (Major Event Adjusted)

This index adjusts FAIFI for the effects of interruptions caused by Major Events, and is calculated in the same way as described in (d), except that the total number of customer interruptions caused by Major Events is deducted from the total customer interruptions.

(i) Feeder Average Interruption Duration Index (Major Event Adjusted)

This index adjusts FAIDI for the effects of interruptions caused by Major Events, and is calculated in the same way as described in (e), except that the total customer-hours of interruptions caused by Major Events is deducted from the total customer-hours of interruptions.

#### **2.1.4.2.12** Voluntary Feeder-level Reliability Reporting

Distributors are encouraged to report the feeder-level reliability information set out in section 2.1.4.2.11 on a voluntary basis for all feeders for which that information is available.

#### **2.1.4.2.13** Distribution Supply Point Interruption Reporting

Embedded distributors shall report the following for each sustained distribution supply point interruption caused by a Loss of Supply (cause code “2, Loss of Supply” in the table to section 2.1.4.2.5) during the year:

- Name of the host distributor
- Name of feeder
- Name of the Distribution Supply Point
- Date and time of the interruption
- Number of customers whose service was interrupted
- Interruption duration (hours)
- Location of the fault that triggered the interruption
- Root cause of the interruption, as identified by the host distributor.

Host distributors shall report the following for each interruption that resulted in a sustained supply point interruption affecting an embedded distributor:

- Name of the Distribution Supply Point
- Name of the embedded distributor
- Name of feeder
- Date and time of the interruption
- Interruption duration (hours)
- Root cause of the interruption

For the purposes of implementing this reporting requirement, embedded distributors shall communicate with their host distributor in order to confirm the nature and root cause of the event.

If the host distributor is unable to confirm whether the cause was upstream interruption, and the embedded distributor choose to classify the interruption as a “Loss of Supply”, it shall report the interruption under this section. However, the embedded distributor shall note the discrepancy in the report.

**2.1.5** A distributor shall provide, annually by April 30, the information set out in sections 2.1.5.1 to 2.1.5.6 related to performance based regulation for the preceding calendar year.

**2.1.5.1** Labour

Full time equivalent number of employees;

The following rules apply for the purposes of this section:

- i. Report only in relation to employees associated with the utility (for example, excluding contractor staff and employees of affiliates);
- ii. Intentionally left blank
- iii. Intentionally left blank
- iv. Report the total number of employees on a full-time equivalent basis.

**2.1.5.2** Capital

In reporting on the following, only regulated amounts should be included.

a) Changes in Gross Capital Assets

A distributor shall provide annually, by April 30, for the preceding calendar year, the dollar value of changes to gross property, plant and equipment and the breakdown in each category below, for total capital additions (including high voltage assets) and high voltage (HV) capital additions reported separately:

- i. Gross capital additions for the current year
- ii. Retirements/write offs/sales/asset impairment losses
- iii. Contributed capital, and
- iv. Other – please explain

b) Capital Expenditures:

In addition to the above, a distributor shall provide annually, by April 30, for the preceding calendar year, the breakdown of capital expenditures, as follows:

- i. Direct labour (including benefits etc.)
- ii. Equipment and materials
- iii. Capitalized overhead
- iv. Contract services
- v. Other – please explain

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

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

- i. Gross capital additions from the transmitter or host distributor
- ii. Distributor's contributed capital towards the right of use of the asset
- iii. Retirements/write offs/sales/asset impairment losses
- iv. Other – please explain

### **2.1.5.3 Supply and Delivery Information**

For the purposes of this section, all kWhs other than in relation to distribution losses shall be reported based on a reading of the applicable meter, without being grossed up for loss factor.

- a) Supply:
  - i. Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid or the distribution system of a host distributor; and
  - ii. Total kWhs of electricity that has flowed into the distributor's distribution system from all embedded generation facilities.
- b) Delivery: Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to embedded distributors.
- c) Distribution losses in kWhs, calculated as the difference between the supply as reported in a(i) and a(ii) above, less delivery as reported in b) above.
- d) Embedded distributors are to report the dollar amount charged to them by any host distributor for transmission and/or low voltage services.

#### **2.1.5.4 Demand and Revenue**

##### **2.1.5.4.1 Annual consumption (kWhs & kW) for customers, broken down as follows:**

- a) For customers on SSS, by rate class sub-divided by (i) consumption for customers on the RPP; (ii) consumption for customers not on the RPP and (iii) consumption for customers billed by IESO for commodity;
- b) The billed kWhs for wholesale market participants connected to the distributor's distribution system;
- c) For customers successfully enrolled with a retailer (completed enrollments accepted by the distributor for flow only), consumption in kWhs, broken down by individual retailer and by rate class;
- d) Total consumption in kWhs for each of street lighting connections and sentinel lighting connections (both as defined in the distributor's Board-approved tariff of rates and charges); and
- e) Consumption and demand for Class A customers (customers who participate in the Industrial Conservation Initiative, and pay global adjustment based on their percentage contribution to the top five peak Ontario demand hours over a 12-month period.)
- f) All kWhs and kW shall be reported based on a reading of the applicable meter, without being grossed up for loss factor.

##### **2.1.5.4.2 Annual Billings (in dollars) broken down by : Rate class, embedded distributors, wholesale market participants, connections for street lighting**

and connections for sentinel lighting (both as defined in the distributor's Board- approved tariff of rates and charges).

Distributors whose rates are not set by the Board are exempt from this reporting requirement.

#### **2.1.5.5 Utility Characteristics**

- a) Licensed Service Area (Sq. Kms.) in total, and broken down by rural and urban.
- b) Maximum Monthly Peak Load (kW) for each of winter and summer, and the time interval used to measure the reported Maximum Monthly Peak Load. This is the non-coincident peak reported both inclusive and exclusive of embedded generation.
- c) Average Peak Load (kW), reported both inclusive and exclusive of embedded generation.
- d) Average Load Factor (%), reported both inclusive and exclusive of embedded generation.
- e) Circuit Kilometers of Line broken down by overhead primary, underground primary, overhead secondary (optional) and underground secondary (optional).

#### **2.1.5.6 Regulated Return on Equity (ROE)**

A distributor shall report the regulatory return on equity earned in the preceding fiscal year. The reported return is to be calculated on the same basis as was used in establishing the distributor's base rates.

#### **2.1.5.7 Intentionally left blank.**

**2.1.5.8** A distributor shall provide, annually by April 30, the following information in relation to Activity and Program-based Benchmarking:

- a) A fixed asset continuity schedule for the preceding calendar year for the corporate entity regulated by the Board;
- b) The quantity of equipment installed for the following asset classes:
  - i. Poles, Towers and Fixtures
  - ii. Distributors are encouraged to report the following additional information on a voluntary basis:
    - a. Number of Poles installed in the preceding calendar year
    - b. Number of Towers installed in the preceding calendar year

- c. Number of Fixtures installed in the preceding calendar year
    - iii. Line Transformers
    - iv. Meters
    - v. Distributors are encouraged to report the following additional information on a voluntary basis:
      - a. Number of Meters installed in the preceding calendar year
      - b. Number of Meters warehoused in the preceding calendar year
- c) General system information:
  - i. Number of stations
  - ii. Number of station transformers
  - iii. MVA of station transformers
  - iv. Total number of poles
  - v. Total number of line transformers.
- d) Residential customer connection/disconnection cost information
  - i. Typical residential customer connection cost
  - ii. Typical residential customer disconnection cost at meter
  - iii. Typical residential customer disconnection cost at pole/transformer
- e) Distributors are encouraged to report the following additional information on a voluntary basis:
  - i. Meters
    - a. Quantity of meters processed for Measurement Canada in the preceding calendar year
    - b. Quantity of meters repaired in the preceding calendar year;
  - ii. Lines OM&A
    - a. Of the total OM&A reported in 2.1.7 for lines, the percentage attributable to overhead primary line in the preceding calendar year
    - b. Of the total OM&A reported in 2.1.7 for lines, the percentage attributable to buried primary line in the preceding calendar year.

**2.1.6** A distributor shall provide the Board, annually by April 30, audited financial statements for the preceding calendar year for the corporate entity regulated by the

Board. Where the financial statements of the corporate entity regulated by the Board contain material businesses not regulated by the Board, or where the regulated entity conducts more than one activity regulated by the Board, the distributor shall disclose separately information about each operating segment in accordance with the Segment Disclosure provisions corporate entities are encouraged to adopt by the Canadian Institute of Chartered Accountants Handbook.

**2.1.7** A distributor shall provide the Board, annually by April 30, for the preceding calendar year:

**2.1.7.1** A trial balance in uniform system of accounts format supporting the audited financial statements. A distributor may, for reporting purposes, include data relating to employee salaries in a similar salary account in the uniform system of accounts in cases where the number of distributor employees is such that separate reporting could result in the disclosure of an individual's salary information.

**2.1.7.2** Certain sub-accounts of the uniform system of accounts.

**2.1.7.3** Principal and interest for Group 1 deferral and variance accounts including Account 1595 sub-accounts.

**2.1.8** A distributor shall provide, annually by April 30, the following information with respect to residential customers and eligible low-income customers:

- a) Number of Eligible Low-Income Customer Accounts
  - i. Number of eligible low-income customer accounts at year end.
- b) Disconnections for Non-Payment
  - i. Number of residential customer accounts disconnected for non-payment during the course of the year; and
  - ii. Number of eligible low-income customer accounts disconnected for non-payment during the course of the year.
- c) Arrears and Arrears Payment Agreements under the Distribution System Code
  - i. Number of residential customer accounts in arrears at year end;
  - ii. Number of eligible low-income customer accounts in arrears at year end;
  - iii. Total dollar amount of arrears for residential customer accounts in arrears at year end;
  - iv. Total dollar amount of arrears for eligible low-income customer accounts in arrears at year end;
  - v. Number of arrears payment agreements entered into during the course of the year with residential customers;

- vi. Number of arrears payment agreements entered into during the course of the year with eligible low-income customers;
  - vii. Total amount of monies owing under arrears payment agreements entered into during the course of the year with residential customers;
  - viii. Total amount of monies owing under arrears payment agreements entered into during the course of the year with eligible low-income customers;
  - ix. Number of arrears payment agreements with residential customers that were cancelled during the course of the year due to non-payment; and
  - x. Number of arrears payment agreements with eligible low-income customers that were cancelled during the course of the year due to non-payment.
- d) Write-offs
- i. Number of residential customer accounts written-off in whole or in part during the course of the year;
  - ii. Number of eligible low-income customer accounts written-off in whole or in part during the course of the year;
  - iii. Total dollar amount of write-offs for residential customer accounts during the course of the year; and
  - iv. Total dollar amount of write-offs for eligible low-income customer accounts during the course of the year.
- e) Equal Monthly Payment Plans under the Standard Supply Service Code
- i. Number of residential customer accounts enrolled in equal monthly payment plans at year end; and
  - ii. Number of eligible low-income customer accounts enrolled in equal monthly payment plans at year end.
- f) Intentionally left blank.
- g) Load Control Devices
- i. Total number of residential customer accounts where load limiter devices or timed load interrupter devices were installed during the course of the year; and
  - ii. Total number of eligible low-income customer accounts where load limiter devices or timed load interrupter devices were installed during the course of the year.

For the purposes of this section:

1. Reporting on information regarding residential customers shall cover all residential customers, including eligible low-income customers; and

2. The following definitions apply:

“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;

“Eligible low-income customer” means an eligible low-income electricity customer, as defined in sections 1.2, 1.3.2 and 1.3.3 of the Distribution System Code, Retail Settlement Code or Standard Supply Service Code;

“Equal billing plan” means a billing plan where the amount due in each bill is equalized over the course of the billing periods in the year, which may occur on a monthly, bi-monthly or quarterly basis;

“Equal monthly payment plan” means a payment plan where an equalized amount is automatically withdrawn from a customer’s account at a financial institution on a monthly basis, followed by a bill on a monthly, bi-monthly or quarterly basis;

“Load control device” has the same meaning as set out in the definition section of the Distribution System Code;

“Load limiter device” has the same meaning as set out in the definition section of the Distribution System Code;

“Timed load interrupter device” has the same meaning as set out in the definition section of the Distribution System Code.

**2.1.9** A distributor shall provide, annually by April 30, the following information related to the provision of the OESP:

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

**2.1.10** Intentionally left blank.

**2.1.11** Intentionally left blank.

**2.1.12** Intentionally left blank.

**2.1.13** Intentionally left blank.

**2.1.14** A distributor shall provide, annually by April 30, the following net metering and embedded generation information for the preceding calendar year:

- a) Number of net metered generators (as defined in section 6.7.1 of the Distribution System Code) by renewable energy source;
- b) Total installed capacity (kW) of net metered generators by renewable energy source;
- c) Total installed capacity (kW) of storage devices used by net metered generators by renewable energy source;
- d) For all other embedded generation facilities connected to the distributor's distribution system not counted in (a) above:
  - i. Number of generators by facility type (solar, wind, water, biomass, fossil fuel, exporting storage, non-exporting storage, other); and
  - ii. Total installed capacity (kW) by facility type (solar, wind, water, biomass, fossil fuel, exporting storage, non-exporting storage, other)
- e) Intentionally left blank.
- f) Number of signed declarations received from generators who wish to participate in third party net metering, pursuant to section 7.(1)(f) of O. Reg. 541/05, (Net Metering), made under the Act.
- g) Total installed capacity (kW) of net metered generation relating to the signed declarations referred to in (f) above.

**2.1.14.1** A distributor shall provide, annually by April 30, the annual maximum peak load (kW) for the distributor's licensed service area that is used to calculate the distributor's maximum "cumulative generation capacity from net metered generators" (as described in section 6.7.2 of the Distribution System Code). The

information provided must be for the preceding three calendar years.

**2.1.15** Intentionally left blank. Discontinued effect August 11, 2021.

**2.1.16** A distributor shall provide, annually by April 30, the following information related to the provision of LEAP emergency financial assistance in the preceding calendar year:

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

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

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

- b) LEAP funds disbursed, in total and broken down as follows:
  - i. Money allocated for agency administration and program delivery;
  - ii. Grants provided to the distributor's customers; and
  - iii. Grants provided to customers of licensed unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.
- c) The month in which LEAP funds were depleted.
- d) Number of applicants for LEAP emergency financial assistance, in total and broken down as follows:
  - i. Applicants that were the distributor's customers; and
  - ii. Applicants that were customers of licensed unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.
- e) Number of LEAP emergency financial assistance applicants assisted, in total and broken down as follows:
  - i. Applicants who were approved for and received assistance that were customers of the distributor; and

- ii. Applicants who were approved for and received assistance that were customers of unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.
- f) Number of LEAP emergency financial assistance applicants denied, in total and broken down as follows:
  - i. Applicants that were customers of the distributor and that applied for assistance but were not approved; and
  - ii. Applicants that were customers of unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such, and that applied for assistance but were not approved.
- g) Average grant per accepted applicant assisted, as follows:
  - i. Average grant amount allocated per applicant, for applicants that were customers of the distributor;
  - ii. Average grant amount allocated per applicant, for applicants that were customers of unit sub-metering providers operating in the distributor's service area; including the distributor if licensed as such; and
  - iii. Average grant amount allocated per applicant, measured across customers referred to in both (i) and (ii).
- h) Confirmation that the distributor's social agency partner(s) has/have adhered to the processes and requirements set out in the "OESP & LEAP Program Manual".
- i) Beginning in 2017, the number of applicants for LEAP emergency financial assistance in the preceding calendar year who had previously received LEAP emergency financial assistance in the calendar year before that (repeat applicants), in total and broken down as follows:
  - i. Applicants who were the distributor's customers; and
  - ii. Applications who were customers of licensed unit sub-meter providers operating in the distributor's service area, including the distributor if licensed as such.
- j) Statement that no eligible applicant was denied LEAP emergency financial assistance due to lack of funds.

**2.1.17** Intentionally left blank. Discontinued effective March 22, 2021.

**2.1.18** Intentionally left blank. Discontinued effective March 22, 2021.

**2.1.19** A distributor shall provide, annually by April 30, the following information for the preceding calendar year:

- a) First contact resolution;
- b) Billing accuracy (as set out in section 7.11 of the Distribution System Code);
- c) Customer satisfaction survey results;
- d) Public safety; and
- e) Distribution system plan implementation progress

For the purposes of Public Safety, RRR section 2.1.19 (d), the following definitions and targets apply:

“Public Awareness of Electrical Safety” means the level of public awareness within the electricity distributor’s service territory of electrical safety information and precautions related to distribution network assets.

The performance target for Public Awareness of Electrical Safety will be established once three years of data is gathered from the electricity distributors. The target for Public Awareness of Electrical Safety will be set after the information for years 2015 to 2017 is collected from electricity distributors. The target will be shown on the scorecard for the 2018 performance data.

“Compliance with Ontario Regulation 22/04; Electrical Distribution Safety” means the level of the electricity distributor’s compliance with Ontario Regulation 22/04- Electrical Distribution Safety as measured by:

- Evaluation of annual audit of compliance submitted by electricity distributor (section 4-8) and declaration of compliance (sections 3,9-12)
- Evaluation of Due Diligence Inspection (DDIs) and Reports of Public Safety Concerns

The performance target for level of compliance with Ontario Regulation 22/04 is for the distributor to be fully compliant with Ontario Regulation 22/04.

"Serious Electrical Incident Index" means the number of non-occupational (general public) serious electrical incidents involving electricity distributor owned assets as defined by Ontario Regulation 22/04 - Electrical Distribution Safety, as measured by the number of and rate of serious electrical incidents occurring on an electricity distributor's assets per 10,100 or 1000 km of line.

The performance target for Serious Electrical Incident Index will be set based on distributor's specific performance target using the distributor's historical data and prior performance.

**2.1.20** Intentionally left blank.

**2.1.21** Intentionally left blank.

**2.1.22** A distributor shall provide, annually by April 30, the following information:

- a) The status of cyber security readiness, as required by section 6.8.1.1 of the Distribution System Code; and
- b) A self-certification statement signed by the Chief Executive Officer on the reported cyber security readiness, as required by section 6.8.1.2 of the Distribution System Code.

**2.1.23** A rate-regulated distributor that issues new long-term debt in excess of \$50 million (whether directly or through an affiliate), shall provide, annually by April 30, the quantity, term, and interest rate of the debt issued in the preceding calendar year.

## **2.2 Certification**

**2.2.1** A distributor shall provide, annually by April 30, a self-certification statement signed by the Chief Executive Officer of the utility confirming that the Chief Executive Officer is satisfied that the utility has complied with the Affiliate Relationships Code for Electricity Distributors and Transmitters.

**2.2.2** A distributor shall provide annually a self-certification statement by the Chief Executive Officer of the utility that all of the information contained in the distributor's scorecard including the Management Discussion and Analysis is complete and accurate in all material respects.

**2.2.3** A distributor shall provide annually, a self-certification statement by either the Chief Executive Officer or the RRR Signing Officer of the company that:

- a) The information filed under the RRR is complete and accurate in all material respects;

- b) The trial balance filed in uniform system of accounts format under RRR 2.1.7 reconciles with the audited financial statements filed under RRR 2.1.6 where all required reclassifications and adjustments are justified and reasonable.
- c) Adequate processes and controls are in place to ensure that the information filed under the RRR is accurate in all material respects; and
- d) The company is able to provide records substantiating the filings made under the RRR on request.

## **2.3 Record Keeping**

**2.3.1** A distributor shall maintain records of all complaints by consumers and market participants regarding services provided under the terms of the distributor's licence and responses for a period of two years and provide the following information at such times as may be requested by the Board:

- a) The name and address of the complainant;
- b) A description of the nature of the complaint including a copy of the written complaint;
- c) A description of the remedial action taken; and
- d) A copy of any correspondence received and/or sent with respect to each specific complaint.

**2.3.2** Intentionally left blank.

**2.3.3** A distributor shall maintain and provide at such times as may be requested by the Board, detailed records of all economic evaluations conducted to comply with the requirements of by the Distribution System Code. The records are to be retained for two

years beyond the end of the customer connection horizon specified in Appendix B to the Distribution System Code.

**2.3.4** A distributor shall maintain and provide at such times as may be requested by the Board, records on corporate relationships as follows:

- a) A list of all affiliates with whom the utility transacts, including business addresses, a list of the officers and directors, and a description of the affiliate's business activity;
- b) A corporate organization chart indicating relationships and ownership percentages; and
- c) The utility's specific costing and transfer pricing guidelines, tendering procedures and all Services Agreement(s). (as defined in the Affiliate Relationships Code for Electricity Distributors and Transmitters).

**2.3.5** Where the total cost of all transactions with a particular affiliate exceeds \$100,000 on an annual basis, a distributor shall maintain and provide at such times as may be requested by the Board, separate records showing:

- a) The name of the affiliate;
- b) The product, service, resource or use of asset in question;
- c) The dollar value of each transaction and the form of price or cost determination; and
- d) The date of each transaction and/or the start and completion dates for project-type transactions.

**2.3.6** Where a distributor shares information services with an affiliate the distributor shall maintain and provide at such times as may be requested by the Board, separate records substantiating all review(s) complying with the provisions of Canadian Standard on Assurance Engagements, Reporting on Controls at a Service Organization (CSAE 3416).

**2.3.7** A distributor shall maintain and provide at such times as may be requested by the Board, records substantiating the self-certification statement referred to in section 2.2.1 confirming compliance with the Affiliate Relationships Code for Electricity Distributors

and Transmitters, including individual files for each compliance review containing working papers substantiating the compliance review report.

**2.3.8** A distributor shall file with the Board, on request, copies of service agreements with retailers.

**2.3.9** A distributor shall maintain and provide at such times as may be requested by the Board, records of both annual summary reports of detailed patrol inspection activities of the condition of the distribution system that have taken place during the previous year as well as an outline of inspection plans (compliance plans) for the next year, as described in Appendix C of the Distribution System Code.

**2.3.10** A distributor shall maintain and provide at such times as may be requested by the Board, information on affiliate arrangements and transactions, as follows:

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

For the purposes of this section:

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

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

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

**2.3.11** A distributor shall maintain and provide at such times as may be requested by the Board, records on applications for the connection of embedded generation facilities to the distribution system, including connections to distribution systems embedded within

the distributor's system, and that information shall include the following in relation to each application:

- a) The name of the applicant and the date of the applicant's request for a preliminary meeting;
- b) The proposed generation facility's type (solar, wind, water, biomass, fossil fuel, exporting storage, non-exporting storage, other), size, and location;
- c) The dates the applicant is provided with an impact assessment, a capacity allocation, a detailed cost estimate, and an offer to connect;
- d) The impact assessment, including metering requirements, the detailed cost estimate, and the offer to connect;
- e) The date the distributor advises any directly connected transmitter or distributor under section 6.2.14A or 6.2.17 of the Distribution System Code;
- f) The date and reasons for the removal of capacity previously allocated to an applicant; and
- g) The date the distributor connects the generation facility to its distribution system.

**2.3.12** Intentionally left blank.

**2.3.13** A distributor shall record, retain and provide to the Board, on request, information regarding farm stray voltage as set out in the Distribution System Code.

**2.3.14** A distributor shall maintain and provide at such times as may be requested by the OEB, records on interruptions recorded under cause code 5.1 (Equipment Failure) by asset category. The asset category could include and is not limited to poles, transformers, overhead conductor and underground cables (for example, Equipment Failure –Transformer).

The distributor shall, for each asset category, record the following data:

- a) Name of the asset category that caused the Equipment Failure interruption; and
- b) Number of interruptions that occurred as a result of the Equipment Failure interruption; and
- c) Number of customer interruptions that occurred as a result of the Equipment Failure interruption; and
- d) Number of customer-hours of interruptions that occurred as a result of the Equipment Failure interruption.

**2.3.15** A distributor shall maintain and provide at such times as may be requested by the Board records of all communications with customers that include estimated times of restoration as required by section 4.9.2 of the Distribution System Code, including the

date and time of each communication, the method of communication used, and the number of customers to whom each estimated time of restoration applied.

**2.3.16** A distributor shall record, retain and provide to the Board, on request, information on the hourly kilowatt demand of each of its participating Electric Vehicle Charging Rate customers by facility or metered service.

## 3 TRANSMITTERS

### 3.1 Reporting

**3.1.1** A transmitter shall provide, annually by April 30, balances of all deferral/variance accounts, their related sub-accounts and associated information.

**3.1.2** A transmitter shall provide, annually by April 30, information on affiliate arrangements and transactions for the preceding calendar year, as follows:

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

For the purposes of this section:

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

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

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

**3.1.3** A transmitter shall provide the Board, annually by April 30, audited financial statements for the preceding calendar year for the corporate entity regulated by the Board. Where the financial statements of the corporate entity regulated by the Board contain material businesses not regulated by the Board, or where the regulated entity conducts more than one activity regulated by the Board, the transmitter shall disclose separately information about each operating segment in accordance with the Segment

Disclosure provisions corporate entities are encouraged to adopt by the Canadian Institute of Chartered Accountants Handbook.

### 3.1.4 Regulated Return on Equity (ROE)

A transmitter shall report, annually by April 30, the regulatory return on equity earned in the preceding fiscal year. The reported return is to be calculated on the same basis as was used in establishing the transmitter's base rates.

3.1.5 Intentionally left blank.

3.1.6 Intentionally left blank.

3.1.7 A transmitter shall provide, annually by April 30, the following information:

- a) The status of cyber security readiness, as required by section 3B.2.2.1 of the Transmission System Code; and
- b) A self-certification statement signed by the Chief Executive Officer on the reported cyber security readiness, as required by section 3B.2.2.2 of the Transmission System Code.

### 3.1.8 Reporting on Transmission Customer Reliability

A transmitter is required to monitor the reliability information in relation to its load customers and shall provide, annually by April 30, the information set out in sections 3.1.8.1 and 3.1.8.2. The definitions set out below apply to sections 3.1.8 to 3.1.10.

Definitions:

- 1) An "Interruption" means the loss of electrical power, being a complete loss of voltage to a customer delivery point, but excludes planned interruptions scheduled by the transmitter, unplanned interruptions caused by customer equipment, and extraordinary events consistent with the Canadian Electricity Association benchmarking methodology.

Sustained Interruption: means an interruption with a duration of one minute or more.

Momentary Interruption: means an interruption with a duration of less than one minute.

Delivery Point: means a point of connection between a transmitter's transmission facilities and a customer's facilities.

- 2) In determining the number of Interruptions, both Momentary Interruptions and Sustained Interruptions shall be included.

- 3) In calculating the duration of an Interruption, the end of the Interruption shall be considered to have occurred when service has been restored to the customer Delivery Point.
- 4) An “Outlier” means the frequency and/or duration of Interruptions at a Delivery Point that does not meet the minimum standards set out in the transmitter’s Customer Delivery Point Performance Standards document that is required under section 4.5.1 of the Transmission System Code.

Individual Outlier: A customer’s Delivery Point performance, as measured by the duration and frequency of Interruptions, that does not meet the minimum standard (based on the customer’s own historical baseline) in two consecutive years. A customer’s historical baseline is to be calculated by the transmitter based on a 10-year average of Interruptions from the date that the Delivery Point went into service. Where 10 years of data is not yet available, the applicable Group minimum standard shall apply for the first four (4) years after the Delivery Point is placed in-service, and a temporary Individual standard shall then be created after the Delivery Point has been in-service for five (5) calendar years based on the customer’s own data.

Group Outlier: A customer’s Delivery Point performance, as measured by the duration and frequency of Interruptions, that does not meet the minimum standard in the applicable band (as set out below) in two consecutive years. The minimum standard reflects the average number of Interruptions of all customer Delivery Points within the same band. For multi-circuit supply, there is one applicable band. For single circuit supply, there are four applicable bands based on Line Length: < 40 km, 40 km < 90 km, 90 km < 150 km, > 150 km.

### 3.1.8.1 Single Circuit Supply

The following information shall be reported for single circuit supply configurations:

- a) Total number of Delivery Points connected to the transmitter's transmission system;
- b) Number of Individual Outliers in terms of:
  - i. Frequency;
  - ii. Duration; and
  - iii. Both frequency and duration;
- c) Number of Group Outliers in terms of:
  - i. Frequency;
  - ii. Duration; and
  - iii. Both frequency and duration;
- d) Number of both Individual Outliers and Group Outliers in terms of:
  - i. Frequency;
  - ii. Duration; and
  - iii. Both frequency and duration; and
- e) Percent of Outliers of total Delivery Point population.

### 3.1.8.2 Multi-Circuit Supply

The following information shall be reported for multi-circuit supply configurations:

- a) Total number of Delivery Points connected to the transmitter's transmission system;
- b) Number of Individual Outliers in terms of:
  - i. Frequency;
  - ii. Duration; and
  - iii. Both frequency and duration;
- c) Number of Group Outliers in terms of:
  - i. Frequency;
  - ii. Duration; and
  - iii. Both frequency and duration;
- d) Number of both Individual Outliers and Group Outliers in terms of:
  - i. Frequency;
  - ii. Duration; and
  - iii. Both frequency and duration; and
- e) Percent of Outliers of Total Delivery Point Population.

- 3.1.9** A transmitter shall provide, annually by April 30, the number of Outliers as required by sections 3.1.8.1 and 3.1.8.2 broken down by Broader Reliability Region (GTA & Central Ontario, East Ontario, Southwest Ontario, Northeast Ontario and Northwest Ontario as reflected on the [IESO's website](#)).
- 3.1.10** A transmitter shall provide, annually by April 30, the number of Outliers on a specific customer Delivery Point basis and include the following information for each Outlier:
- a) Which Broader Reliability Region (e.g., GTA & Central Ontario, East Ontario, Southwest Ontario, Northeast Ontario, and Northwest Ontario) the Delivery Point is located in;
  - b) Which Regional Planning Region (e.g., Greater Ottawa, Windsor-Essex etc. as reflected on the [IESO's website](#)) the Delivery Point is located in;
  - c) The Delivery Point name;
  - d) The supply circuit(s) designation;
  - e) Whether the Delivery Point is single-circuit supply or multi-circuit supply;
  - f) The Outlier type (Individual Outlier and/or Group Outlier) – Frequency;
  - g) The Outlier type (Individual Outlier and/or Group Outlier) – Duration; and
  - h) The type of entity supplied (distributor or industrial).
- 3.1.11** A transmitter shall provide, annually by April 30, the total number of customer power quality complaints received by the transmitter for each of the Broader Reliability Regions listed in section 3.9.1. All customer power quality complaints shall be reported regardless of how they are received by the transmitter from the customer (e.g., submitted in writing or communicated to the customer's dedicated account representative, etc.).
- 3.1.12** A rate-regulated transmitter that issues new long-term debt in excess of \$50 million (whether directly or through an affiliate), shall provide, annually by April 30, the quantity, term, and interest rate of the debt issued in the preceding calendar year.

## 3.2 Certification

**3.2.1** A transmitter shall provide, annually by April 30, a self-certification statement signed by the Chief Executive Officer of the utility confirming that the Chief Executive Officer is satisfied that the utility has complied with the Affiliate Relationships Code for Electricity Distributors and Transmitters.

## 3.3 Record Keeping

**3.3.1** A transmitter shall maintain and provide at such times as may be requested by the Board, records of all requests made for connection to the transmitter's transmission system and their eventual disposition, including any customer impact assessments conducted by the transmitter and any system impact assessments conducted by the IESO.

**3.3.2** A transmitter shall maintain and provide at such times as may be requested by the Board, detailed records of all economic evaluations conducted to comply with the requirements of the Transmission System Code, including the economic evaluations referred to in sections 6.2.24, 6.3.9 and 6.3.17 of the Transmission System Code. Each record must show the details of the economic evaluation and include, as applicable, the determination of the customer's risk classification and the resulting economic evaluation period, the load forecast, the project capital costs, the ongoing operation and maintenance costs, the project after tax incremental cost of capital, and the justification for all of the study parameters.

**3.3.3** A transmitter shall maintain and provide at such times as may be requested by the Board, records on corporate relationships as follows:

- a) A list of all affiliates with whom the utility transacts, including business addresses, a list of the officers and directors, and a description of the affiliate's business activity;
- b) A corporate organization chart indicating relationships and ownership percentages; and
- c) The utility's specific costing and transfer pricing guidelines, tendering procedures and all Services Agreement(s) as defined in the Affiliate Relationships Code for Electricity Distributors and Transmitters).

**3.3.4** Where the total cost of all transactions with a particular affiliate exceeds \$100,000 on an annual basis, a transmitter shall maintain and provide at such times as may be requested by the Board, separate records showing:

- a) The name of the affiliate;
- b) The product, service, resource or use of asset in question;

- c) The dollar value of each transaction and the form of price or cost determination; and
- d) The date of each transaction and/or the start and completion dates for project-type transactions.

**3.3.5** Where a transmitter shares information services with an affiliate the transmitter shall maintain and provide at such times as may be requested by the Board, separate records substantiating all review(s) complying with the provisions of CSAE 3416.

**3.3.6** A transmitter shall maintain and provide at such times as may be requested by the Board, records substantiating the self- certification statement referred to in section 3.2.3 confirming compliance with the Affiliate Relationships Code for Electricity Distributors and Transmitters, including individual files for each compliance review containing working papers substantiating the compliance review report.

**3.3.7** A transmitter shall maintain and provide at such times as may be requested by the Board, records of all transmission system circuit trips coincident with telecommunication failures described in section 10.1.9 of the Transmission System Code.

## 4 RETAILERS

### 4.1 Reporting

**4.1.1** A retailer shall provide, annually by April 30, a summary of the following market monitoring information for the preceding calendar year broken down by calendar quarter:

- a) The total number of customers successfully enrolled (accepted by a distributor for flow), broken down as follows:
  - i. Contracts with less than one year remaining in the term of the contract;
  - ii. Contracts with greater than one year but less than three years remaining in the term of the contract; and
  - iii. Contracts with between three and five years remaining in the term of the contract; and
- b) The number of customers reported for each grouping in section (a) above shall be further broken down as follows: low volume consumers (less than 150,000kWh annually) and high volume consumers (150,000 kWh or more annually).

Retailers licensed to act as an agent only, are exempt from this requirement.

**4.1.1a** A retailer shall provide, annually by April 30, a summary of the following market monitoring information for contracts for which the retailer is a third party generator as defined in Section 2 of Ontario Regulation 389/10 for the preceding calendar year, broken down by calendar quarter:

- a) Contracts with less than one year remaining in the term of the contract;
- b) Contracts with greater than one year but less than three years remaining in the term of the contract;
- c) Contracts with between three and five years remaining in the term of the contract;
- d) Contracts with between five and 10 years remaining in the term of the contract; and
- e) Contracts with between 10 and 20 years remaining in the term of the contract.”

Retailers licensed to act as an agent only, are exempt from this requirement.

**4.1.2** A retailer shall provide, annually by April 30, a summary of the following market monitoring information pertaining to customers who are low volume consumers (as

defined in the Electricity Retailer Code of Conduct) for the preceding calendar year, broken down by calendar quarter:

- a) Number of salespersons who have successfully enrolled a customer (accepted by a distributor for flow) or successfully renewed a contract;
- b) Number of new enrolments (accepted by a distributor for flow);
- c) Number of contract renewals;
- d) Marketing Approach Percentages based on new enrolments (accepted by a distributor for flow) and renewed contracts, broken down by: direct mail, in person, telesales, internet sales and other;
- e) Number of consumer complaints;
- f) Retail offers accepted by customers that have been successfully enrolled (accepted by a distributor for flow). Details include the contract length and all pricing details.

Retailers licensed to act as an agent only are exempt from this requirement.

**4.1.2a** A retailer shall provide, annually by April 30, a summary of the following market monitoring information pertaining to customers who are low volume consumers with contracts referred to in Part B, Section 1.3 of the Electricity Retailer Code of Conduct for the preceding calendar year, broken down by calendar quarter:

- a) Number of salespersons who have successfully enrolled a customer or successfully renewed a contract;
- b) Number of new enrolments;
- c) Number of contract renewals;
- d) Marketing Approach Percentages based on new enrolments and renewed contracts, broken down by: direct mail, telesales, internet sales and other;
- e) Number of consumer complaints;
- f) Retail offers accepted by customers that have been successfully enrolled. Details include the contract length and all pricing details.

Retailers licensed to act as an agent only, are exempt from this requirement.

**4.1.3** Intentionally left blank.

**4.1.4** Intentionally left blank.

## **4.2 Record Keeping**

**4.2.1** A retailer with customers who are low volume consumers (as defined in the Electricity Retailer Code of Conduct) shall maintain for a period of two years, and provide at such times as may be requested by the Board, records of all written

complaints by consumers and market participants regarding services provided under the terms of the retailer's licence and responses, containing the following information:

- a) The name and address of the complainant;
- b) A description of the nature of the complaint including a copy of the written complaint;
- c) A description of the remedial action taken; and
- d) A copy of any correspondence received and/or sent with respect to each specific complaint.

Retailers licensed to act as agent only, are exempted from this requirement.

**4.2.2** A retailer shall maintain for a period of two years, or two years beyond the end of the contract for items c), d), e) and f), and provide at such times as may be requested by the Board, records of sales personnel and customer information containing the following information:

- a) A list of its salespersons including their name and agent number where applicable;
- b) A list of its contracted customers;
- c) Permission from each customer, in writing, to submit a request to a distributor to allow the electricity retailer to supply electricity to the customer;
- d) A contract with each customer, with the customer's signature, to purchase electricity from the electricity retailer;
- e) For contracts entered on or after July 1, 2002, the notice of reaffirmation of the contract by the customer; and
- f) For contracts renewed or extended for a period of more than one year on or after August 1, 2002, the notice of acceptance of the renewal or extension from the customer.

**4.2.2a** A retailer shall maintain for a period of two years, or two years beyond the end of the contract for items c), d), e) and f), and provide at such times as may be requested by the Board, records of sales personnel and customer information as it relates to instances where the retailer is a third party generator as defined in Section 2 of O. Reg. 389/10 containing the following information:

- a) A list of its salespersons including their name and agent number where applicable;
- b) A list of its contracted customers;
- c) A contract with each customer, with the customer's signature, to purchase electricity generated from a renewable generation system from the electricity

- retailer;
- d) For contracts entered on or after July 1, 2002, the notice of reaffirmation of the contracts by the customer; and
- e) For contracts renewed or extended for a period of more than one year on or after August 1, 2002, the notice of acceptance of the renewal or extension from the customer.

**4.2.3** A retailer with customers who are low volume consumers (as defined in the Electricity Retailer Code of Conduct) shall maintain for a period of two years, and provide at such times as may be requested by the Board, records of staff training material containing the following information:

- a) Training manuals and other print material;
- b) Training videos;
- c) Codes of conduct;
- d) Newsletters, bulletins, updates, circulars, notices, instruction sheets and other similar materials;
- e) Scripts used for door-to-door solicitation of existing or prospective customers; and
- f) Certification by each sales employee and sales agent that the training has been received and that the person is familiar with, and will abide by, the Electricity Retailer Code of Conduct.

**4.2.4** A retailer with customers who are low volume consumers (as defined in the Electricity Retailer Code of Conduct) shall maintain for a period of two years, and provide at such times as may be requested by the Board, marketing information containing the following:

- a) Offers (defined as a proposal to enter into a contract, agency agreement, or any other agreement or combination thereof, made to an existing or prospective customer), including hard copies of Web pages containing offers;
- b) Promotional material including pamphlets, brochures, bill inserts, coupons and flyers;
- c) Application/ registration forms;
- d) Form letters sent to existing and prospective customers;
- e) Sample identity cards (including photograph), outerwear, business cards and contact information of sales representatives; and
- f) Reference material including utility bills, price comparisons with details of price offers and forecasts (of the retailer) and other energy suppliers quoted,

shown (or carried so as to be seen) or provided to existing or prospective customers (records shall be kept for each price change in the reference material).

## **5 Wholesalers**

Discontinued April 4, 2008

## **6 Generators**

### **6.1 Reporting**

**6.1.1** Intentionally left blank.

**6.1.2** Intentionally left blank.

**6.1.3** Intentionally left blank.

**6.1.4** Intentionally left blank.

**6.1.5** A rate-regulated generator that issues new long-term debt in excess of \$50 million (whether directly or through an affiliate), shall provide, annually by April 30, the quantity, term, and interest rate of the debt issued in the preceding calendar year.

## 7 Independent Electricity System Operator

### 7.1 Reporting

**7.1.1** The IESO shall provide, quarterly on the last day of the month following the quarter end, financial statements for all market accounts showing quarter end financial position and quarterly and year to date results of operations.

**7.1.2** The IESO shall provide the Board with a copy of the results of all biennial audit reviews of settlements performed in accordance with CSAE 3416, as soon as they are available.

**7.1.3** Intentionally left blank. Discontinued effective August 11, 2021.

**7.1.4** The IESO shall provide, monthly by the last day of the following month, the following information related to the provision of the OESP in each month:

- a) Funds collected through the OESP charge, in total and broken down by:
  - i. Distributor; and
  - ii. All other market participants.
- b) OESP funds disbursed to customers of distributors and unit sub-meter providers, in total and broken down by:
  - i. Distributor; and
  - ii. Unit sub-meter provider.
- c) For each OESP tariff code, the total number of OESP recipients and total funds disbursed to OESP recipients by:
  - i. Distributor; and
  - ii. Unit sub-meter provider.
- d) Funds disbursed to the central service provider for program delivery and administration.
- e) The variance between total funds collected through the OESP charge and total funds disbursed to OESP recipients and for program delivery and administration.

**7.1.5** The IESO shall provide, monthly by the last business day of the month following Ontario Electricity Rebate (OER) final submissions by electricity vendors, the following information related to the provision of the OER:

- a) For each preliminary and final claim submitted:
  - i. Market participant ID and Name

- ii. Billing Year and Month
  - iii. Submission Type (Preliminary or Final)
  - iv. Participant Type (Licensed Distributor or Unit Sub-Meter Provider)
  - v. Category (Licensed Distributor, Embedded Distributor Claims, Licensed Retailer Claims, Unit Sub-Meter Provider)
  - vi. Number of customers, by consumer class
  - vii. Payments to IESO (\$), by consumer class
  - viii. Payments to IESO (kWh), by consumer class
  - ix. Payments from IESO (\$), by consumer class
  - x. Payments from IESO (kWh), by consumer class
- b) For each post-final adjustment claim submitted:
- i. Market participant ID and Name
  - ii. Billing Year and Month
  - iii. Participant Type (Licensed Distributor, Unit Sub-Meter Provider)
  - iv. Category (Licensed Distributor, Embedded Distributor Claims, Licensed Retailer Claims, Unit Sub-Meter Provider)
  - v. Adjustment Year and Month
  - vi. Payments to IESO (\$)
  - vii. Payments from IESO (\$)

## 8 Unit Sub-Meter Providers

### 8.1 Reporting

**8.1.1** A unit sub-meter provider shall provide, annually by April 30, the following information with respect to the provision of the OESP and LEAP emergency financial assistance in the preceding calendar year:

- a) The number of eligible low-income customer accounts at year end;
- b) The number of customer accounts that received LEAP emergency financial assistance during the year;
- c) The number of OESP recipients at year end;
- d) The number of OESP recipients in the year who were no longer receiving OESP at year end; and
- e) The number of OESP recipients who also received a LEAP emergency financial assistance grant during the year.

**8.1.2** A unit sub-meter provider shall provide, annually by April 30, the following general customer information for the preceding calendar year:

- a) The number of residential customers with accounts at year end (e.g. electricity is billed by the unit sub-meter provider);
- b) The number of non-residential customers with accounts at year end (e.g. electricity is billed by the unit sub-meter provider).