



Ontario
Energy
Board

Commission
de l'énergie
de l'Ontario

FINAL RATE ORDER

EB-2019-0027

EPCOR ELECTRICITY DISTRIBUTION ONTARIO INC.

**Final Rate Order for rates and other charges effective May 1, 2020 and
implemented November 1, 2020**

By Delegation, Before: Theodore Antonopoulos

October 8, 2020

INTRODUCTION AND SUMMARY

In its Decision and Rate Order in this proceeding, issued April 16, 2020, the Ontario Energy Board (OEB) approved new electricity distribution rates for EPCOR Electricity Distribution Ontario Inc. (EPCOR Electricity Distribution Ontario), with an effective date of May 1, 2020. In consideration of the COVID-19 emergency, the Decision and Rate Order also granted EPCOR Electricity Distribution Ontario the option to postpone implementation of its new rates, and to track temporarily forgone revenue in a deferral and variance account.

Through this Final Rate Order, the OEB authorizes EPCOR Electricity Distribution Ontario to implement its new rates on November 1, 2020, including a rate rider for the recovery of forgone revenues resulting from postponing rate implementation in response to COVID-19. The rider, entitled Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation, will be effective until October 31, 2021.

As a result of the OEB's findings in this order, there will be a monthly total bill increase of \$3.14, before taxes and the Ontario Electricity Rebate, for a residential customer consuming 750 kWh, effective November 1, 2020.

THE PROCESS

EPCOR Electricity Distribution Ontario filed an Incentive Rate-setting Mechanism (IRM) application with the OEB on October 15, 2019 seeking approval for changes to its electricity distribution rates.

On April 16, 2020, the OEB issued its Decision and Rate Order approving EPCOR Electricity Distribution Ontario's new rates, with an effective date of May 1, 2020. However, in light of the uncertainty regarding the severity and duration of the COVID-19 emergency, the Decision and Rate Order also granted EPCOR Electricity Distribution Ontario the option to postpone implementation of its new rates and to track temporarily forgone revenue in Account 1509, Impacts Arising from the COVID-19 Emergency, Sub-account Lost Revenues.

On April 21, 2020, EPCOR Electricity Distribution Ontario filed a letter with the OEB, advising that the utility had elected to postpone the implementation of its new rates.

On April 17, 2020, the OEB issued [initial implementation guidance](#) to all distributors who had been authorized to postpone implementation of their 2020 rates. The OEB advised that distribution revenue associated with the postponement of the implementation should be tracked separately, by customer class, within Account 1509 - Impacts Arising from the COVID-19 Emergency, Sub-account Lost Revenues, and may include the following components, as applicable:

- impacts arising from the postponement of changes to monthly fixed service charges and variable distribution charges
- forgone distribution revenue due to the postponement of the implementation of an approved Incremental Capital Module
- impacts arising from the postponement of the change in the microFIT monthly fixed service charge

On August 6, 2020, the OEB issued an [Accounting Order](#), a COVID-19 Forgone Revenue Rate Rider Model, and associated filing instructions and account guidance for those utilities that wished to seek recovery of forgone revenue, the implementation of their 2020 rate increase, or both. In the Accounting Order, the OEB established a new sub-account under the Impacts Arising from the COVID-19 Emergency Account, called the Forgone Revenues from Postponing Rate Implementation sub-account. The OEB advised that this new sub-account was to be used to record forgone revenues due to the postponement of rate implementation as a result of the COVID-19 emergency. The

OEB further explained that any utility that had already recorded forgone revenue amounts due to postponing rate implementation in the Lost Revenues sub-account was to transfer these amounts to the Forgone Revenues from Postponing Rate Implementation sub-account.

The OEB required utilities that wished to seek recovery of forgone revenue, the increase to their 2020 base rates or both, to provide their calculations for the forgone revenue rate rider (if applicable) and tariff of rates and charges as part of the COVID-19 Forgone Revenue Rate Rider model by September 15, 2020.

COVID-19 FORGONE REVENUE RECOVERY

EPCOR Electricity Distribution Ontario seeks authorization to implement its new rates on November 1, 2020, to recover forgone distribution revenue in the amount of \$68,994 over a twelve-month period, and to provide a one-time payment to its microFIT rate class customers.

In support of its request, and in accordance with the OEB's prior instructions in this proceeding, EPCOR Electricity Distribution Ontario filed its COVID-19 Forgone Revenue Rate Rider Model (which also calculates class-specific rate riders), on September 15, 2020.

EPCOR Electricity Distribution Ontario filed an updated model and associated correspondence on October 1, 2020, requesting that the forgone revenue collection period be revised from its original request of six months, to twelve months.

FINDINGS

The OEB accepts EPCOR Electricity Distribution Ontario's request for an extended recovery period for its forgone revenue. The OEB has reviewed EPCOR Electricity Distribution Ontario's request for implementation of 2020 distribution rates, recovery of COVID-19 forgone revenue, provision of a one-time credit to its microFIT rate class customers, as well as the revised Tariff of Rates and Charges, and is satisfied that they accurately reflect the Decision and Rate Order issued on April 16, 2020.

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Schedule A of this Final Rate Order is approved effective May 1, 2020 and is to be implemented November 1, 2020. The Tariff of Rates and Charges will apply to electricity consumed, or estimated to have been consumed, on and after November 1, 2020. EPCOR Electricity Distribution Ontario Inc. shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

DATED at Toronto, October 8, 2020

ONTARIO ENERGY BOARD

Original Signed By

Christine E. Long
Registrar

Schedule A

To Final Rate Order

Tariff of Rates and Charges

OEB File No: EB-2019-0027

DATED: October 8, 2020

EPCOR Electricity Distribution Ontario Inc.
TARIFF OF RATES AND CHARGES
Effective May 1, 2020
Amended to Reflect the Implementation Date of November 1, 2020
(unless indicated otherwise)

**This schedule supersedes and replaces all previously
approved schedules of Rates, Charges and Loss Factors**

EB-2019-0027

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separate metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex or quadruplex house, with a residential zoning.

Separately metered dwellings within a town house complex or apartment building also qualify as residential customers. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (Based on 30 Day Month)	\$	25.88
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.23
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Rate Rider for Application of Tax Change (2020) - effective until October 31, 2021	\$	0.11
Rate Rider per the Collus Powerstream and EPCOR Share Purchase Agreement - effective until September 30, 2023	\$	(0.25)
Low Voltage Service Rate	\$/kWh	0.0016
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until October 31, 2021 Applicable only for Non-RPP Customers	\$/kWh	0.0020
Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2020) - effective until October 31, 2021	\$/kWh	0.0009
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kWh	0.0008
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0071
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0045

Issued - April 16, 2020
Updated - October 8, 2020

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MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

EPCOR Electricity Distribution Ontario Inc.
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GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification applies to a non residential account taking electricity at 750 volts or less whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to the Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (Based on 30 Day Month)	\$	21.92
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.20
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Distribution Volumetric Rate	\$/kWh	0.0145
Low Voltage Service Rate	\$/kWh	0.0014
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until October 31, 2021 Applicable only for Non-RPP Customers	\$/kWh	0.0020
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$/kWh	0.0003
Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2020) - effective until October 31, 2021	\$/kWh	0.0017
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kWh	0.0009
Rate Rider for Application of Tax Change (2020) - effective until October 31, 2021	\$/kWh	0.0001
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0065
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0037

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TARIFF OF RATES AND CHARGES
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MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

EPCOR Electricity Distribution Ontario Inc.
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GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average monthly maximum demand used for billing purposes is equal to or greater than, or is forecast to be equal to or greater than, 50 kW but less than 5,000 kW. Class A and Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to WMP, customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (Based on 30 Day Month)	\$	104.69
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.96
Distribution Volumetric Rate	\$/kW	3.4239
Low Voltage Service Rate	\$/kW	0.5215

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Updated - October 8, 2020

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Rate Rider for Disposition of Global Adjustment Account (2020) - effective until October 31, 2021 Applicable only for Non-RPP Customers	\$/kWh	0.0020
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$/kW	0.0634
Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2020) - effective until October 31, 2021	\$/kW	0.0355
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021 Applicable only for Non-Wholesale Market Participants	\$/kW	(0.2577)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kW	0.6632
Rate Rider for Application of Tax Change (2020) - effective until October 31, 2021	\$/kW	0.0192
Retail Transmission Rate - Network Service Rate	\$/kW	2.5747
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.5712

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc. The level of the consumption will be agreed to by the distributor and the customer, based on detailed manufacturer information/ documentation with regard to electrical consumption of the unmetered load or periodic monitoring of actual consumption. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (Based on 30 Day Month)	\$	0.53
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.00
Distribution Volumetric Rate	\$/kWh	0.0125
Low Voltage Service Rate	\$/kWh	0.0014
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until October 31, 2021 Applicable only for Non-RPP Customers	\$/kWh	0.0020
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$/kWh	0.0002
Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2020) - effective until October 31, 2021	\$/kWh	(0.0003)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kWh	0.0010
Rate Rider for Application of Tax Change (2020) - effective until October 31, 2021	\$/kWh	0.0001
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0065
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0037

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Updated - October 8, 2020

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MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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STREET LIGHTING SERVICE CLASSIFICATION

This classification applies to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting, controlled by photo cells. The consumption for these customers will be based on the calculated connected load times the required lighting times established in the approved Ontario Energy Board street lighting load shape template. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	3.83
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.04
Distribution Volumetric Rate	\$/kW	15.9673
Low Voltage Service Rate	\$/kW	0.4031
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until October 31, 2021 Applicable only for Non-RPP Customers	\$/kWh	0.0020
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$/kW	0.2915
Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2020) - effective until October 31, 2021	\$/kW	22.7701
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kW	0.3416
Rate Rider for Application of Tax Change (2020) - effective until October 31, 2021	\$/kW	0.3277
Retail Transmission Rate - Network Service Rate	\$/kW	1.9417
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.2147

Issued - April 16, 2020
Updated - October 8, 2020

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MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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microFIT SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the Independent Electricity System Operator's microFIT program and connected to the distributor's distribution system. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	4.55
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ALLOWANCES

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW	(0.60)
Primary Metering Allowance for Transformer Losses - applied to measured demand & energy	%	(1.00)

SPECIFIC SERVICE CHARGES

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

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Customer Administration

Charge to certify cheque	\$	15.00
Arrears certificate	\$	15.00
Statement of account	\$	15.00
Pulling post dated cheques	\$	15.00
Duplicate invoices for previous billing	\$	15.00
Account history	\$	15.00
Credit reference/credit check (plus credit agency costs)	\$	15.00
Returned cheque (plus bank charges)	\$	15.00
Legal letter charge	\$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	15.00
Special meter reads	\$	30.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00

Non-Payment of Account

Late payment - per month (effective annual rate 19.56% per annum or 0.04896% compounded daily)	%	1.50
Reconnection at meter - during regular hours	\$	40.00
Reconnection at meter - after regular hours	\$	185.00
Reconnection at pole - during regular hours	\$	185.00
Reconnection at pole - after regular hours	\$	415.00

Other

Service call - after regular hours	\$	165.00
Specific charge for access to the power poles - \$/pole/year (with the exception of wireless attachments)	\$	44.50

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RETAIL SERVICE CHARGES (if applicable)

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to the Ontario Energy Board approval, such as the Global Adjustment and the HST.

Retail Service Charges refer to services provided by a distributor to retailers or customers related to the supply of competitive electricity.

One-time charge, per retailer, to establish the service agreement between the distributor and the retailer	\$	102.00
Monthly Fixed Charge, per retailer	\$	40.80
Monthly Variable Charge, per customer, per retailer	\$/cust.	1.02
Distributor-consolidated billing monthly charge, per customer, per retailer	\$/cust.	0.61
Retailer-consolidated billing monthly credit, per customer, per retailer	\$/cust.	(0.61)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.51
Processing fee, per request, applied to the requesting party	\$	1.02
Request for customer information as outlined in Section 10.6.3 and Chapter 11 of the Retail Settlement Code directly to retailers and customers, if not delivered electronically through the Electronic Business Transaction (EBT) system, applied to the requesting party		
Up to twice a year	\$	no charge
More than twice a year, per request (plus incremental delivery costs)	\$	4.08
Notice of switch letter charge, per letter (unless the distributor has opted out of applying the charge as per the Ontario Energy Board's Decision and Order EB-2015-0304, issued on February 14, 2019)	\$	2.04

LOSS FACTORS

If the distributor is not capable of prorating changed loss factors jointly with distribution rates, the revised loss factors will be implemented upon the first subsequent billing for each billing cycle.

Total Loss Factor - Secondary Metered Customer < 5,000 kW	1.0710
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0603