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Energy
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FINAL RATE ORDER

EB-2019-0054

NIAGARA PENINSULA ENERGY 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 December 12, 2019, the Ontario Energy Board (OEB) approved new electricity distribution rates for Niagara Peninsula Energy Inc. (Niagara Peninsula Energy), with an effective date of May 1, 2020. In consideration of the COVID-19 emergency, the OEB issued a Vary Order on April 28, 2020 which authorized Niagara Peninsula Energy 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 Niagara Peninsula Energy 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 \$2.21, before taxes and the Ontario Electricity Rebate for a residential customer consuming 750 kWh, effective November 1, 2020.

THE PROCESS

Niagara Peninsula Energy filed an Incentive Rate-setting Mechanism (IRM) application with the OEB on August 9, 2019, seeking approval for changes to its electricity distribution rates.

On December 12, 2019, the OEB issued its Decision and Rate Order approving Niagara Peninsula Energy'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, Niagara Peninsula Energy was provided 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 17, 2020, the OEB issued [initial implementation guidance](#) to 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 April 22, 2020, Niagara Peninsula Energy filed a letter with the OEB, advising that the utility was electing to postpone the implementation of its new rates.

The OEB issued a Vary Order in this proceeding on April 28, 2020. The Vary Order authorized Niagara Peninsula Energy to postpone implementation of its new rates to November 1, 2020.

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

Niagara Peninsula Energy seeks authorization to implement its new rates on November 1, 2020, to recover forgone distribution revenue in the amount of \$257,761 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, Niagara Peninsula Energy filed its COVID-19 Forgone Revenue Rate Rider Model (which also calculates class-specific rate riders), on September 10, 2020.

FINDINGS

The OEB has reviewed Niagara Peninsula Energy's request for implementation of 2020 distribution rates, recovery of COVID-19 forgone revenue, and provision of a one-time payment 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 December 12, 2019 and the Vary Order issued on April 28, 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. Niagara Peninsula Energy 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-2019-0054

DATED: October 8, 2020

Niagara Peninsula Energy 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-2019-0054

RESIDENTIAL SERVICE CLASSIFICATION

This class pertains to customers residing in detached, semi-detached or duplex dwelling units, where energy is supplied single-phase, 3 wire, 60 hertz, having a nominal voltage of 120/240 volts. Large residential services will include all services from 201 amp. Up to and including 400 amp., 120/240 volt, single phase, three wire. 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	\$	33.67
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.28
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Low Voltage Service Rate	\$/kWh	0.0005
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020		
Applicable only for Non-RPP Customers	\$/kWh	0.0001
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kWh	0.0012
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0074
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0054

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

Issued - December 12, 2019

Updated - October 8, 2020

Niagara Peninsula Energy Inc.

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

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EB-2019-0054

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This class pertains to non-residential customers taking electricity at 750 volts or less whose monthly average peak demand is less than, or 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.

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	\$	40.15
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.34
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Distribution Volumetric Rate	\$/kWh	0.0146
Low Voltage Service Rate	\$/kWh	0.0004
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers	\$/kWh	0.0001
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	0.0001
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kWh	0.0012
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0067
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0047

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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Niagara Peninsula Energy Inc.

TARIFF OF RATES AND CHARGES

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GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than, or 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.

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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.

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.

Issued - December 12, 2019

Updated - October 8, 2020

Niagara Peninsula Energy Inc.

TARIFF OF RATES AND CHARGES

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	109.12
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.91
Distribution Volumetric Rate	\$/kW	3.5671
Low Voltage Service Rate	\$/kW	0.1612
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers	\$/kWh	0.0001
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	0.0298
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021 Applicable only for Non-Wholesale Market Participants	\$/kW	0.0384
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kW	0.4366
Retail Transmission Rate - Network Service Rate	\$/kW	2.7628
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.9004

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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Updated - October 8, 2020

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UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification refers to an account taking electricity at 750 volts or less whose average peak 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 customer will provide detailed manufacturer information/documentation with regard to electricity demand/consumption of the proposed unmetered load. 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

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per customer)	\$	20.73
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.18
Distribution Volumetric Rate	\$/kWh	0.0144
Low Voltage Service Rate	\$/kWh	0.0004
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	0.0001
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kWh	0.0012
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0067
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0047

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

Issued - December 12, 2019

Updated - October 8, 2020

Niagara Peninsula Energy Inc.

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

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EB-2019-0054

SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. 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	\$	18.03
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.15
Distribution Volumetric Rate	\$/kW	22.4995
Low Voltage Service Rate	\$/kW	0.1347
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	0.1880
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kW	0.4079
Retail Transmission Rate - Network Service Rate	\$/kW	2.0455
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.5881

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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Updated - October 8, 2020

Niagara Peninsula Energy Inc.

TARIFF OF RATES AND CHARGES

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EB-2019-0054

STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting operation, controlled by photo cells. Street lighting profile is derived through the use of a "virtual street lighting meter" that uses a street light control eye, consistent with the model type and product manufacturer of devices currently in service in the Applicant's distribution area, to simulate the exact daily conditions that the typical street light is exposed to. This simulated street light load is captured using an interval metering device, and is processed as part of the distributor's daily interval meter interrogation, validation and processing procedures. 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)	\$	1.27
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until October 31, 2021	\$	0.01
Distribution Volumetric Rate	\$/kW	4.9783
Low Voltage Service Rate	\$/kW	0.1239
Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers	\$/kWh	0.0001
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	0.0416
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until October 31, 2021	\$/kW	0.4317
Retail Transmission Rate - Network Service Rate	\$/kW	2.0884
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.4600

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Updated - October 8, 2020

Niagara Peninsula Energy Inc.

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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

Issued - December 12, 2019

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Niagara Peninsula Energy Inc.

TARIFF OF RATES AND CHARGES

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EB-2019-0054

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)

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SPECIFIC SERVICE CHARGES

APPLICATION

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No 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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Customer Administration

Returned cheque (plus bank charges)	\$	20.00
Legal letter charge	\$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00

Non-Payment of Account (see Note below)

Late payment - per month (effective annual rate 19.56% per annum or 0.04896% compounded daily rate)	%	1.50
Reconnection at meter - during regular hours	\$	65.00
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 - customer owned equipment	\$	30.00
Service call - after regular hours	\$	165.00
Temporary service install & remove - overhead - no transformer	\$	500.00
Temporary service install & remove - underground - no transformer	\$	300.00
Temporary service install & remove - overhead - with transformer	\$	1,000.00
Specific charge for access to the power poles (with the exception of wireless attachments)	\$	44.50

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RETAIL SERVICE CHARGES (if applicable)

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.

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

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	\$	1.02
Distributor-consolidated billing monthly charge, per customer, per retailer	\$	0.61
Retailer-consolidated billing monthly credit, per customer, per retailer	\$	(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	1.0479
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0374

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