

**BC Hydro 2015 Rate Design Application****BCOAPO UNDERTAKING NO. 1**

**HEARING DATE:** August 24, 2016

**REQUESTOR:** BC Hydro

**TRANSCRIPT REFERENCE:** Volume 7, page 1360, lines 14-26; 1361, lines 1-8 & 23-26; 1362, lines 1-6

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**QUESTION:**

Please provide any comments Mr. Colton has on the numbers set out in the Ontario Energy Board's (OEB) August 17, 2016 report regarding data reported by all licensed electricity distributors in Ontario pertaining to residential customer accounts in arrears (see Attachment 1).

**RESPONSE:**

BCOAPO notes that the OEB data was provided in isolation of any other data reported by Ontario electricity distributors. BCOAPO does not construe this undertaking to require a comprehensive review of the collections performance, either of residential customers generally or of eligible low income customers in particular, based on the OEB data that BC Hydro asked Mr. Colton to review.

With that introduction, Mr. Colton provides the following comments with regard to the OEB data:

1. In examining the data for "eligible low-income customers," it is not possible to draw comparisons from year-to-year based on the OEB data. For example, the data tables state that "'eligible low-income customer' means a residential customer approved for OESP or Emergency Financial Assistance."<sup>1</sup> The data tables provide data for the years 2013 through 2015.

Not all years in the data tables are comparable. For example, OESP began enrollment in October 2015 (Exhibit C2-12, Direct Testimony of Roger Colton, Appendix C, page 21 (p. 220 of PDF)). According to the OEB, OESP alone averaged 4,000 to 10,000 applications a week after it began. It is, therefore, not possible to compare 2015 data to data in 2013 and 2014.

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<sup>1</sup> Unfortunately, the OEB data BC Hydro provided was not paginated. See, however, footnote 2 associated with the tables providing data on "eligible low-income customers."

Moreover, the Emergency Financial Assistance (EFA) program substantially changed its eligibility criteria beginning in 2015. Prior to 2015, EFA eligibility was set at LICO-plus 15%. Beginning in 2015, EFA eligibility was set at Statistics Canada's Low Income Measure (LIM). The populations between years, therefore, are not comparable and no conclusions can be drawn from a year-to-year comparison of the low income data.

2. It is not possible to identify the precise low income population that is reported in the Ontario data. For example, the data states that 13,999 eligible low income customers were in arrears at the year-end of 2013, while 15,860 were in arrears at the year-end of 2014. By definition, the 2013 and 2014 data would be limited to Emergency Financial Assistance recipients since OESP did not exist and did not begin enrollment until October 2015. In comparison to the data supplied by BC Hydro, however, the OEB reports that EFA participation declined from 2013 to 2014. In 2014, EFA participation was only 15,791 customers (Exhibit C2-12, Direct Testimony of Roger Colton, Appendix C, page 5 (p. 204 of PDF)). It is not possible to determine how, in other words, there could be 15,860 eligible low income customers (with "eligible low-income customers" defined to be customers approved for EFA assistance) when there were only 15,791 low income customers approved for EFA in 2014.

Based on Paragraphs 1 and 2 above, BCOAPO would recommend rejecting any effort to reach quantitative conclusions based on the Ontario data without explanation, context, or any other supportive material.

3. From a policy perspective, the Ontario data supports BCOAPO's proposal for BC Hydro to begin reporting critical data as set forth in Mr. Colton's testimony (Exhibit C2-12, Direct Testimony of Roger Colton, p. 149-150 (Schedule RDC-5) (pp. 154-155 of PDF)). Over time, the data will allow the BCUC, the Company, BCOAPO and other stakeholders to track collections performance. Moreover, the Ontario data reports support the recommended data elements that BCOAPO has urged. For example, it is not possible to draw conclusions from the Ontario data reports about issues regarding collections and arrears without knowing what level of effort the reporting companies are devoting to credit and collection practices. The amount of dollars of arrears for example is not as helpful when comparative data is not available regarding what dollars have been billed and what dollars have been collected (see, e.g., Exhibit C2-12, Direct Testimony of Roger Colton, p. 149-150 (Schedule RDC-5, para. 8) (pp. 154-155 of PDF)).

Moreover, the Ontario data tables support BCOAPO's reporting proposal to the extent that BCOAPO recommends reporting by age of arrears, not merely by the existence of arrears (see, e.g., Exhibit C2-12, Direct Testimony of Roger Colton, p. 149-150 (Schedule RDC-5, para. 12 & 13) (pp. 154-155 of PDF)). Even the utilities in Ontario have recognized the fallacy of reporting a single number for arrears. A response provided by Hydro One, which BC Hydro chose not to provide along with the Ontario data tables, stated: "the OEB numbers are for

anyone who is a day late on their account,' said Daffyd Roderick, a spokesperson for Hydro One. 'The numbers we prefer to look are how you're doing on 90 days arrears.'"<sup>2</sup> This Hydro One approach is consistent with the approach taken by Mr. Colton (Exhibit C2-12, Direct Testimony of Roger Colton, p. 139-141 (Schedule RDC-3, pages 1-3 (pp. 144-146 of PDF))).

4. The Ontario data tables support BCOAPO's recommendation that participation in an underlying low income bill program can be used for multiple purposes, including not only data reporting but also including their use to qualify customers for low income terms and conditions. In Ontario, the definition of "eligible low-income customer" is tied to someone receiving benefits through the OESP (i.e., the bill affordability program) or through EFA (the crisis assistance program). Eligibility for Ontario's low income payment plans, for example, is tied to participation in the OESP and EFA. The treatment of payment plans directed specifically toward low income customers, of course, is one of the low income terms and conditions proposed by BCOAPO. The Ontario data tables support the conclusion that directing low income terms and conditions to customers based on program participation is doable, because Ontario distribution utilities are doing precisely that.
5. It is not possible to draw meaningful conclusions about the payment status of either residential customers or low income residential customers based on the data provided in the Ontario data tables supplied by BC Hydro. One of the most glaring holes in the data is a report of baseline numbers for the total number of residential customers or the total number of eligible low income customers. For example, the fact that Hydro One Networks has 7,570 eligible low income accounts in arrears at the end of 2015 is not meaningful unless one knows how many eligible low income accounts there are in total. Similarly, the fact that the number of eligible low-income accounts in arrears grew from 4,852 in 2014 to 7,570 for Hydro One Networks is not meaningful without knowing the growth in the number of eligible low-income customers. As discussed above, for example, given that "eligible low-income" is defined as a participant in either EFA or OESP, when combined with the observation that OESP began enrolling customers (to the tune of 4,000 to 10,000 applications a week province-wide) in October 2015, would indicate a substantial growth in the number of low income customers. Knowing the growth in accounts in arrears without knowing the corresponding growth in the underlying base does not allow for any meaningful analysis. In the same way, the fact that Hydro Ottawa Limited had a total of 38,110 residential accounts in arrears is not meaningful without knowing the total number of residential accounts. The same observation would be applicable to dollars of arrears versus dollars of billing.

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<sup>2</sup> "New data highlights hydro affordability crisis for rural Ontario", online: Global News <<http://globalnews.ca/news/2888669/new-data-highlights-hydro-affordability-crisis-for-rural-ontario/>>. While Mr. Roderick erred in saying that the OEB numbers "are for anyone who is a day late on their account," his response is nonetheless valid, when he states that the Company considers the appropriate number to examine as involving older arrears (accounts 90 days in arrears).

6. Notwithstanding the paragraph immediately above, it is possible to reasonably conclude that the Ontario data tables support BCOAPO's observation that the participation in a low income program such as the proposed Essential Services Usage Block (ESUB) would be less than 100% of the low-income population. The Ontario data tables report the following numbers of residential accounts in arrears along with the following numbers of eligible low income accounts in arrears in 2015:

2015	LI	Res	Pct LI
Horizon Utilities	1,717	11,852	14%
Hydro One Networks	7,570	225,952	3%
Hydro Ottawa	352	38,110	1%
London Hydro	1,590	12,406	13%
PowerStream	535	55,891	1%
Total	19,914	566,902	3.5%

As can be seen, only 3.5% of all Ontario customers in arrears are reported to be low income; only 3% of the total residential accounts in arrears for Hydro One Networks are attributed to eligible low-income customers; only 1% of the total residential accounts in arrears for Hydro Ottawa and for PowerStream are attributed to eligible low-income customers. Unless one wishes to assert that only 3.5% of Ontario's customer base is low income, or that only 3% of the Hydro One customer base is low income, or that only 1% of the Hydro Ottawa or PowerStream customer base is low-income, the Ontario data reports demonstrate that the bill affordability and crisis assistance programs enroll substantially less than 100% of the low income customer base, precisely as Mr. Colton projects will occur for BC Hydro.

7. The Ontario data tables support Mr. Colton's conclusions that the start of a low income program will involve a ramp-up period, during which the under-spent "benefits" can be used to pay for start-up costs. In his testimony, Mr. Colton did not deny that a utility would incur start-up costs to implement either ESUB or BCOAPO's low-income terms and conditions. What Mr. Colton did say, however, was that there would be no incremental costs that would need to be separately charged to ratepayers. Mr. Colton testified that:

"...my testimony is that we should assume a 50 percent take-up rate. But we don't achieve the take-up rate on day 1. We don't start on the first day of the program with everybody participating. And so the ramp-up from day 1 to full penetration means that there will be some excess costs in there that will have been collected but not spent on benefits. And in other jurisdictions, those costs are used to fund the set-up costs. And it's simply because no matter what kind of program you implement, there will be a ramp-up of participation, which means that

there will be a certain period of time where you're over-collecting. And I don't use that term in a technical fashion, but you're collecting money that you're not spending on benefits. And that money is used for set-up costs. So the net set-up costs won't increase the cost to ratepayers.” (Transcript Volume 7, page 1309, line 10-26; 1310, line 9).

The OEB data tables demonstrate that Mr. Colton’s conclusions in this regard are correct. To illustrate, the 2014 eligible low income customers are compared to the 2015 eligible low income customers for several of the larger Ontario utilities in the Table below:

	2014 LI	2015 LI
Horizon Utilities	1,481	1,717
Hydro One Networks	4,852	7,570
London Hydro	1,851	1,590
PowerStream	328	535
Toronto Hydro Electric	1,768	1,805

With each of these utilities, while there was an increase from 2014 to 2015 as the utilities began to enroll customers in the low-income OESP, it is evident that none of these utilities enrolled their total participation in Month 1 (October 2015) or even by the end of Month 3 of enrollment (December 2015) (unless one wants to assert that a utility such as Hydro One will enroll only 2,700 low-income customers or that a utility such as Toronto Hydro Electric will enroll only 40 low-income customers in its bill affordability program). As with this incremental increase in participation as evidenced by the Ontario data tables provided by BC Hydro, the ESUB proposed by BCOAPO will, as Mr. Colton testified, also have a ramp-up period. As Mr. Colton indicated, this ramp-up period will provide ample revenue from which any program start-up costs can be paid without a net increase in costs to be charged to ratepayers.

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Despite the observations of BCOAPO above regarding, at best, a lack of context and a lack of explanation of the Ontario data tables, and, at worst, an incongruity of other Ontario data provided by the Ontario Energy Board (OEB), certain substantive observations can be made based on the Ontario data tables with respect to the proposed ESUB and the proposed low income terms and conditions proposed by BCOAPO in this proceeding.

8. The Ontario data tables support BCOAPO’s proposal to extend the term (in months) of low income payment plans. As previously noted by BC Hydro in the

Company's response to IR BCOAPO 1.192.1 (Attachment 1), the Ontario Energy Board has adopted regulations providing for extended payment terms for low income customers. The OEB regulations do not impose the requirement, urged by BC Hydro, that payment plans must be completed prior the beginning of the next winter heating season.<sup>3</sup> Two observations jump out of the Ontario data. First, the performance of residential payment plans overall, in terms of the proportion of payment plans that defaulted for nonpayment, declined from 2013 through 2015 (the first and last year of data presented). Province-wide in 2013, while 25.8% of residential payment plans defaulted (27,096 of 105,145), in 2015, 29.8% of payment plans defaulted (25,670 of 86,090). This same result appertained to Ontario's largest utility (Hydro One Networks), which experienced an increase in residential defaults from 25.8% in 2013 (18,086 of 69,024) to 30.1% in 2015 (17,821 of 59,233). In contrast, low-income defaults remained constant, at 32.9% in 2013 (1,507 defaults of 4,568 payment plans) and 33.0% in 2015 (2,653 defaults of 8,064 payment plans).

(The same caution, however, as was indicated in the start of these comments should be noted with comparing "low income" data between 2013 and 2015. The populations differ between the two years. An "eligible low-income household" is defined as a participant in either or both EFA and OESP. However, the income eligibility for EFA was changed at the beginning of 2015, from LICO plus 15% to LIM; moreover, starting in October 2015, Ontario utilities began enrolling customers in OESP. One can see this expansion of the population in the increase in low-income deferred payment agreements, from 4,568 in 2013 to 8,064 in 2015. It cannot be determined, therefore, whether the improvement in payment plan performance can be attributed to the change in OEB's regulations regarding the length of payment plans or in the provision of additional financial assistance through OESP. Either result, however, supports the proposals advanced by BCOAPO in this proceeding.)

9. The Ontario data tables support BCOAPO's proposals regarding deferred payment plans, a crisis intervention fund, and the renewable delays on disconnections for vulnerable customers. Mr. Colton's testimony during the hearing explained that in the lack of such proposals, low-income customers were faced with a payment by a date certain without the ability to engage in "positive" responses (such as entering in deferred payment plans. As a result, low-income customers engage in counter-productive responses. Mr. Colton stated, for example:

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<sup>3</sup> This requirement is one that BC Hydro newly proposes in response to BCOAPO's recommendation for an extended payment plan term (in months). BC Hydro does not currently impose a requirement that payment plans must be completed prior to the start of the next winter heating season. The number of payment plans, and the length of those payment plans, both in days and in numbers of installments, is the same in the months during and prior to the winter heating months as they are in the months after the winter heating months (Exhibit C2-47).

“the basic cost-effectiveness analysis for the crisis assistance program is a customer receives a disconnect notice, and the disconnect notice says "Pay your bill in 10 days or your service will be terminated for nonpayment." A low-income customer who doesn't have the ability to pay the bill in 10 days will in response engage in some responses that are not only not effective, but they're affirmatively counterproductive in the long term. So, for example, they may not pay their rent in order to pay their utility bill. But at some point they've got to pay the rent. That just means that they've pushed some dollars out in the future.

What the crisis assistance program does is to -- I think I used the term "short-circuit"-- is to short-circuit that short-term decision-making to allow the customer the time to engage in some positive responses to the unpaid bill, whether it's through reducing their consumption, or entering into a payment plan, or reducing other household expenses. It takes away -- by providing resources to get past that immediate crisis point, it allows a more productive response in the long term, to keep that customer on the system and paying the utility bill. And that is financially beneficial to the utility to have that happen” (Transcript Volume 7, page 1305, line 17-26; 1306, line 1-16).

Similar reasoning has been advanced for the delays on disconnections proposed for vulnerable customers. Ontario has adopted both such approaches (BC Hydro Response to BCOAPO IR 1.192.1, Attachment 1).

The positive results accruing from such an approach are evident in the Ontario data tables, both in the province-wide data and in the data for Ontario's largest utility. In 2013, the percentage of Hydro One low income customers in arrears that had entered into payment plans (34%; 1,589 of 4,734) was roughly the same as the percentage of residential customers overall in arrears entering into payment plans (38%; 69,024 of 183,934). After the OEB adopted proposals similar to those which have been advanced by BCOAPO in this proceeding, however, the level of engagement by low income customers substantially exceeded that of residential customers as a whole. In 2015, while 64% of low-income customers in arrears entered into payment plans (4,869 of 7,570), only 26% of residential customers as whole had (59,233 of 225,952). By 2015, on a province-wide basis, while 40% of low-income customers in arrears had entered into payment plans (8,064 of 19,914), only 15% of residential customers as a whole had done so (86,090 of 566,902).

The beneficial impact of low income Terms and Conditions proposals such as those advanced by BCOAPO in this proceeding, which have been adopted in Ontario, are evident as well by the fact that at the same time that residential engagement (as evidenced by the proportion of customers in arrears entering into payment plans) declined from 2013 to 2015 for residential customers as a whole (from 22% down to 15% province-wide; from 38% down to 26% for Hydro

One), the low-income engagement (as evidenced by the proportion of customers in arrears entering into payment plans) substantially increased (from 33% to 40% province-wide; from 34% to 64% for Hydro One).

The fact is that precisely the outcomes that Mr. Colton testified would likely occur for BC Hydro as resulting from the adoption of the recommended Terms and Conditions, as well as the crisis intervention fund, have, in fact, occurred in Ontario after the OEB adopted similar proposals.

10. The Ontario data tables support BCOAPO's proposal to impose a late payment charge beginning at Day 60 after the due date of the bill rather than at BC Hydro's current Day 10 after the due date. According to the Ontario data tables, when the tables report an "arrears," the Ontario Energy Board has defined "arrears" to mean "an account that is 30 or more days past the 16-day minimum payment period." While the OEB definition of "arrears" differs somewhat from the BCOAPO proposal (BCOAPO recommended 60-days, not 30-days after the due date), the OEB definition is more consistent with the stated foundation for the BCOAPO proposal. Accounts that are overdue by a few days do not merit being viewed as an "arrearage." Collection activities directed toward accounts a few days over-due are not expected, and collection costs, which comprise two-thirds of the asserted cost-justification of the late payment charge, have not yet been incurred.<sup>4</sup>

In sum, BCOAPO cautions stakeholders and the Commission about making year-to-year comparisons based on the low income data presented in the Ontario data tables provided by BC Hydro. BCOAPO offers the observations presented above based on such year-to-year comparisons with that caution in mind. In particular, increases in low income customers in arrears, dollars of arrears, and other data that are a function of the number of low income customers in arrears, do not reflect a decreasing performance by low income customers. They instead reflect the fact that Ontario, which defines "eligible low-income customer" as a customer who participates in either (or both) EFA (the crisis fund) and OESP (the bill affordability program), has substantially increased the population of low income customers (first by expanding the definition of "low income" from LICO plus 15% to LIM, and then by beginning enrollment of customers into OESP).

Overall, however, BCOAPO concludes that the Ontario data tables provide substantial support for the proposals advanced by BCOAPO in this proceeding.

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<sup>4</sup> BC Hydro asserts that collection costs comprise two-thirds of the cost justification. BCOAPO disputes that assertion.



Distributors	Number of residential customer accounts in arrears <sup>1</sup> at year end			Total dollar amount of arrears for residential customer accounts in arrears at year end		
	2013	2014	2015	2013	2014	2015
Algoma Power Inc.	384	224	146	\$ 83,167	\$ 52,556	\$ 20,365
Atikokan Hydro Inc.	134	105	177	\$ 16,785	\$ 17,160	\$ 22,015
Bluewater Power Distribution Corporation	2,505	3,207	3,558	\$ 661,933	\$ 666,804	\$ 526,906
Brant County Power Inc.	890	385	252	\$ 695,961	\$ 43,848	\$ 21,856
Brantford Power Inc.	9,021	6,733	7,380	\$ 1,799,519	\$ 1,494,649	\$ 1,723,443
Burlington Hydro Inc.	3,612	3,217	3,362	\$ 528,792	\$ 452,637	\$ 562,819
Cambridge and North Dumfries Hydro Inc.	1,026	1,614	1,252	\$ 70,988	\$ 130,356	\$ 95,641
Canadian Niagara Power Inc.	2,034	1,357	1,055	\$ 363,640	\$ 212,053	\$ 153,540
Centre Wellington Hydro Ltd.	189	172	133	\$ 12,179	\$ 19,602	\$ 8,415
Chapleau Public Utilities Corporation	145	136	95	\$ 36,644	\$ 43,173	\$ 22,594
Collus PowerStream Corp.	460	499	658	\$ 33,081	\$ 41,764	\$ 57,303
Cooperative Hydro Embrun Inc.	1,245	1,200	1,492	\$ 75,592	\$ 320,037	\$ 155,772
Cornwall Street Railway Light and Power Company Limited	1,567	1,519	843	\$ 303,453	\$ 143,495	\$ 110,914
E.L.K. Energy Inc.	6,407	3,990	3,256	\$ 1,150,862	\$ 1,112,416	\$ 889,417
Enersource Hydro Mississauga Inc.	28,852	24,624	25,967	\$ 5,738,024	\$ 5,148,651	\$ 5,421,258
Entegrus Powerlines Inc.	2,572	1,647	2,385	\$ 214,490	\$ 199,057	\$ 262,426
EnWin Utilities Ltd.	2,570	2,172	6,078	\$ 661,169	\$ 217,204	\$ 1,180,762
Erie Thames Powerlines Corporation	285	229	548	\$ 22,099	\$ 101,852	\$ 92,593
Espanola Regional Hydro Distribution Corporation	142	121	116	\$ 37,501	\$ 31,274	\$ 42,159
Essex Powerlines Corporation	902	932	1,250	\$ 114,415	\$ 136,333	\$ 307,953
Festival Hydro Inc.	1,622	1,676	1,394	\$ 199,232	\$ 220,486	\$ 193,273
Fort Frances Power Corporation	506	398	214	\$ 84,822	\$ 42,761	\$ 37,415
Greater Sudbury Hydro Inc.	5,276	4,511	2,866	\$ 1,754,825	\$ 215,243	\$ 842,872
Grimsby Power Incorporated	142	140	125	\$ 16,799	\$ 15,115	\$ 9,005
Guelph Hydro Electric Systems Inc.	6,408	8,325	8,421	\$ 1,288,288	\$ 1,368,288	\$ 1,954,024
Haldimand County Hydro Inc.	2,081	1,654	1,746	\$ 459,289	\$ 341,781	\$ 417,433
Halton Hills Hydro Inc.	1,367	1,367	1,434	\$ 268,731	\$ 276,411	\$ 308,638
Hearst Power Distribution Company Limited	2,267	128	112	\$ 53,373	\$ 20,847	\$ 22,062
Horizon Utilities Corporation	10,996	11,439	11,852	\$ 1,541,792	\$ 1,668,197	\$ 1,767,196

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of residential customer accounts in arrears <sup>1</sup> at year end			Total dollar amount of arrears for residential customer accounts in arrears at year end		
	2013	2014	2015	2013	2014	2015
Hydro 2000 Inc.	66	105	126	\$ 22,173	\$ 58,934	\$ 83,877
Hydro Hawkesbury Inc.	457	1,216	378	\$ 73,862	\$ 188,155	\$ 41,541
Hydro One Brampton Networks Inc.	26,768	28,411	28,223	\$ 3,864,689	\$ 4,872,562	\$ 4,557,702
Hydro One Networks Inc.	183,934	223,198	225,952	\$ 53,789,967	\$ 134,240,610	\$ 105,583,215
Hydro One Remote Communities Inc.	-	1,105	1,147	\$ -	\$ 353,471	\$ 253,623
Hydro Ottawa Limited	24,903	45,495	38,110	\$ 2,450,646	\$ 11,475,330	\$ 5,393,690
Innpower Corporation	783	563	520	\$ 233,007	\$ 133,377	\$ 128,744
Kenora Hydro Electric Corporation Ltd.	317	286	437	\$ 43,964	\$ 72,187	\$ 27,049
Kingston Hydro Corporation	1,641	1,772	1,841	\$ 171,116	\$ 182,508	\$ 202,730
Kitchener-Wilmot Hydro Inc.	6,655	6,920	5,706	\$ 1,079,827	\$ 1,123,734	\$ 738,414
Lakefront Utilities Inc.	2,308	368	389	\$ 363,779	\$ 62,724	\$ 79,043
Lakeland Power Distribution Ltd.	251	444	789	\$ 53,527	\$ 120,258	\$ 306,762
London Hydro Inc.	11,077	11,404	12,406	\$ 2,105,383	\$ 2,299,356	\$ 2,526,966
Midland Power Utility Corporation	320	416	328	\$ 56,033	\$ 62,464	\$ 63,705
Milton Hydro Distribution Inc.	772	893	2,349	\$ 77,097	\$ 110,896	\$ 355,187
Newmarket-Tay Power Distribution Ltd.	701	258	144	\$ 80,654	\$ 131,565	\$ 55,814
Niagara Peninsula Energy Inc.	-	-	4,652	\$ -	\$ -	\$ 831,757
Niagara-on-the-Lake Hydro Inc.	66	589	235	\$ 19,776	\$ 119,288	\$ 44,757
Norfolk Power Distribution Inc.	1,276	1,376	-	\$ 213,177	\$ 227,406	\$ -
North Bay Hydro Distribution Limited	4,716	4,797	5,016	\$ 888,133	\$ 1,043,944	\$ 1,151,520
Northern Ontario Wires Inc.	570	437	961	\$ 200,881	\$ 149,552	\$ 245,894
Oakville Hydro Electricity Distribution Inc.	2,550	2,647	3,370	\$ 271,313	\$ 488,344	\$ 653,004
Orangeville Hydro Limited	607	598	1,053	\$ 69,223	\$ 74,734	\$ 99,385
Orillia Power Distribution Corporation	718	730	672	\$ 126,142	\$ 116,922	\$ 92,417
Oshawa PUC Networks Inc.	134	4,560	72	\$ 57,807	\$ 589,347	\$ 88,238
Ottawa River Power Corporation	304	878	459	\$ 85,285	\$ 176,817	\$ 110,474
Parry Sound Power Corporation	265	-	-	\$ 94,342	\$ -	\$ -
Peterborough Distribution Incorporated	22,701	2,941	3,305	\$ 4,205,668	\$ 526,251	\$ 691,617
PowerStream Inc.	-	54,605	55,891	\$ -	\$ 17,346,177	\$ 12,985,055

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of residential customer accounts in arrears <sup>1</sup> at year end			Total dollar amount of arrears for residential customer accounts in arrears at year end		
	2013	2014	2015	2013	2014	2015
PUC Distribution Inc.	-	-	1,306	\$ -	\$ -	\$ 720,355
Renfrew Hydro Inc.	459	486	337	\$ 60,415	\$ 71,177	\$ 70,278
Rideau St. Lawrence Distribution Inc.	1,597	1,488	752	\$ 383,567	\$ 360,498	\$ 114,259
Sioux Lookout Hydro Inc.	431	395	390	\$ 47,987	\$ 100,544	\$ 127,991
St. Thomas Energy Inc.	1,142	691	711	\$ 145,038	\$ 56,712	\$ 53,348
Thunder Bay Hydro Electricity Distribution Inc.	2,330	5,303	5,377	\$ 154,714	\$ 425,431	\$ 758,661
Tillsonburg Hydro Inc.	127	144	113	\$ 25,126	\$ 28,629	\$ 27,306
Toronto Hydro-Electric System Limited	60,236	61,751	60,528	\$ 15,408,777	\$ 14,671,235	\$ 13,194,511
Veridian Connections Inc.	6,480	5,614	5,624	\$ 1,490,809	\$ 1,542,144	\$ 1,445,283
Wasaga Distribution Inc.	460	521	652	\$ 90,901	\$ 101,557	\$ 123,171
Waterloo North Hydro Inc.	1,782	1,834	1,776	\$ 243,764	\$ 237,520	\$ 218,508
Welland Hydro-Electric System Corp.	1,288	1,047	708	\$ 177,356	\$ 185,943	\$ 142,961
Wellington North Power Inc.	10	66	48	\$ 20,135	\$ 4,079	\$ 2,646
West Coast Huron Energy Inc.	86	20	59	\$ 19,736	\$ 3,402	\$ 11,330
Westario Power Inc.	1,273	1,913	1,637	\$ 144,104	\$ 628,362	\$ 367,821
Whitby Hydro Electric Corporation	3,829	4,559	3,539	\$ 565,335	\$ 443,335	\$ 454,126
Woodstock Hydro Services Inc.	623	600	647	\$ 91,158	\$ 125,214	\$ 103,333
<b>Total</b>	<b>472,620</b>	<b>567,165</b>	<b>566,902</b>	<b>\$ 108,053,838</b>	<b>\$ 210,086,745</b>	<b>\$ 172,558,137</b>

1. "Arrears" means an account that is 30 or more days past the 16-day minimum payment period

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of arrears payment agreements entered into during the course of the year with residential customers			Total amount of monies owing under arrears payment agreement entered into during the year with residential customers		
	2013	2014	2015	2013	2014	2015
Algoma Power Inc.	21	37	9	\$ 11,488	\$ 38,147	\$ 11,988
Atikokan Hydro Inc.	-	-	-	\$ -	\$ -	\$ -
Bluewater Power Distribution Corporation	1	-	-	\$ 1,737	\$ -	\$ -
Brant County Power Inc.	4	2	-	\$ 1,777	\$ 1,087	\$ -
Brantford Power Inc.	64	143	144	\$ 36,160	\$ 19,441	\$ 16,199
Burlington Hydro Inc.	15	13	10	\$ 277	\$ 330	\$ 1,398
Cambridge and North Dumfries Hydro Inc.	13,617	15,823	-	\$ 3,091,392	\$ 4,049,268	\$ -
Canadian Niagara Power Inc.	247	318	131	\$ 161,865	\$ 215,975	\$ 56,014
Centre Wellington Hydro Ltd.	2	1	1	\$ 1,313	\$ 644	\$ 516
Chapleau Public Utilities Corporation	-	-	-	\$ -	\$ -	\$ -
Collus PowerStream Corp.	-	-	1,519	\$ -	\$ -	\$ 1,841,303
Cooperative Hydro Embrun Inc.	-	-	-	\$ -	\$ -	\$ -
Cornwall Street Railway Light and Power Company Limited	104	130	122	\$ 56,788	\$ 63,292	\$ 55,077
E.L.K. Energy Inc.	50	41	45	\$ 24,712	\$ 38,847	\$ 34,779
Enersource Hydro Mississauga Inc.	6	14	20	\$ 7,764	\$ 9,341	\$ 25,183
Entegrus Powerlines Inc.	40	96	91	\$ 14,894	\$ 50,751	\$ 47,573
EnWin Utilities Ltd.	1,085	1,384	1,762	\$ 295,746	\$ 489,110	\$ 666,547
Erie Thames Powerlines Corporation	2	2	3	\$ 2,826	\$ 929	\$ 3,315
Espanola Regional Hydro Distribution Corporation	5	10	7	\$ 3,732	\$ 13,021	\$ 6,553
Essex Powerlines Corporation	4,849	5,481	6,171	\$ 1,333,051	\$ 2,215,602	\$ 1,864,341
Festival Hydro Inc.	12	18	15	\$ 5,755	\$ 12,739	\$ 8,149
Fort Frances Power Corporation	7	7	2	\$ 8,028	\$ 4,960	\$ 1,801
Greater Sudbury Hydro Inc.	7	4	7	\$ 3,820	\$ 1,920	\$ 5,191
Grimsby Power Incorporated	-	1	1	\$ -	\$ 404	\$ 655
Guelph Hydro Electric Systems Inc.	480	339	467	\$ 47,410	\$ 158,506	\$ 209,184
Haldimand County Hydro Inc.	13	10	21	\$ 8,211	\$ 4,249	\$ 13,233
Halton Hills Hydro Inc.	148	107	253	\$ 131,719	\$ 89,842	\$ 162,378
Hearst Power Distribution Company Limited	55	135	108	\$ 22,780	\$ 114,316	\$ 57,479
Horizon Utilities Corporation	2,451	1,939	1,729	\$ 105,108	\$ 85,441	\$ 104,522

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of arrears payment agreements entered into during the course of the year with residential customers			Total amount of monies owing under arrears payment agreement entered into during the year with residential customers		
	2013	2014	2015	2013	2014	2015
Hydro 2000 Inc.	151	235	103	\$ 123,000	\$ 87,741	\$ 45,887
Hydro Hawkesbury Inc.	445	690	637	\$ 158,010	\$ 290,003	\$ 294,272
Hydro One Brampton Networks Inc.	74	77	253	\$ 42,577	\$ 54,957	\$ 177,734
Hydro One Networks Inc.	69,024	47,241	59,233	\$ 57,165,780	\$ 62,067,288	\$ 97,058,890
Hydro One Remote Communities Inc.	-	277	125	\$ -	\$ 437,401	\$ 110,695
Hydro Ottawa Limited	1,500	334	47	\$ 638,714	\$ 74,443	\$ 36,820
Innpower Corporation	103	96	1,350	\$ 61,838	\$ 81,151	\$ 1,115,414
Kenora Hydro Electric Corporation Ltd.	-	248	321	\$ -	\$ -	\$ 156,758
Kingston Hydro Corporation	3	3	2	\$ 1,948	\$ 3,062	\$ 834
Kitchener-Wilmot Hydro Inc.	8	8	7	\$ 2,419	\$ 3,936	\$ 3,088
Lakefront Utilities Inc.	17	1	639	\$ 6,811	\$ 1,347	\$ 382,930
Lakeland Power Distribution Ltd.	3	-	-	\$ 5,710	\$ -	\$ -
London Hydro Inc.	80	150	196	\$ 39,580	\$ 72,247	\$ 114,927
Midland Power Utility Corporation	2	4	-	\$ 599	\$ 2,200	\$ -
Milton Hydro Distribution Inc.	18	8	2	\$ 11,894	\$ 5,261	\$ 1,673
Newmarket-Tay Power Distribution Ltd.	7	9	14	\$ -	\$ 9,670	\$ 8,836
Niagara Peninsula Energy Inc.	134	204	34	\$ 46,916	\$ 116,769	\$ 16,296
Niagara-on-the-Lake Hydro Inc.	-	-	26	\$ -	\$ -	\$ 26,444
Norfolk Power Distribution Inc.	115	202	-	\$ 2,545	\$ 6,767	\$ -
North Bay Hydro Distribution Limited	36	82	126	\$ 22,979	\$ 51,497	\$ 67,017
Northern Ontario Wires Inc.	-	182	83	\$ -	\$ 36,400	\$ 33,949
Oakville Hydro Electricity Distribution Inc.	6,686	4,871	6,838	\$ 1,820,480	\$ 1,351,838	\$ 2,113,978
Orangeville Hydro Limited	-	-	-	\$ -	\$ -	\$ -
Orillia Power Distribution Corporation	2	21	33	\$ 1,543	\$ 15,617	\$ 26,644
Oshawa PUC Networks Inc.	280	152	128	\$ 172,843	\$ 100,314	\$ 92,063
Ottawa River Power Corporation	1	1	-	\$ 312	\$ 1,861	\$ -
Parry Sound Power Corporation	-	-	-	\$ -	\$ -	\$ -
Peterborough Distribution Incorporated	17	35	37	\$ 5,252	\$ 11,344	\$ 8,477
PowerStream Inc.	-	-	-	\$ -	\$ -	\$ -

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of arrears payment agreements entered into during the course of the year with residential customers			Total amount of monies owing under arrears payment agreement entered into during the year with residential customers		
	2013	2014	2015	2013	2014	2015
PUC Distribution Inc.	214	194	70	\$ -	\$ 196,485	\$ 87,391
Renfrew Hydro Inc.	138	-	11	\$ 18,124	\$ -	\$ 9,432
Rideau St. Lawrence Distribution Inc.	399	8	10	\$ 840,722	\$ 5,972	\$ 5,840
Sioux Lookout Hydro Inc.	2	3	17	\$ 4,380	\$ 3,074	\$ 6,413
St. Thomas Energy Inc.	1	2	1	\$ 361	\$ 1,395	\$ 768
Thunder Bay Hydro Electricity Distribution Inc.	282	430	599	\$ 154,778	\$ 242,406	\$ 310,485
Tillsonburg Hydro Inc.	-	3	2	\$ -	\$ 539	\$ 1,079
Toronto Hydro-Electric System Limited	992	2,204	1,973	\$ 887,799	\$ 1,514,780	\$ 1,226,235
Veridian Connections Inc.	266	160	346	\$ 147,909	\$ 134,107	\$ 214,382
Wasaga Distribution Inc.	3	1	2	\$ 555	\$ 1,486	\$ 1,753
Waterloo North Hydro Inc.	10	8	-	\$ 644	\$ 765	\$ -
Welland Hydro-Electric System Corp.	1	13	10	\$ 529	\$ 7,492	\$ 5,419
Wellington North Power Inc.	833	630	-	\$ 129,888	\$ 102,660	\$ -
West Coast Huron Energy Inc.	-	-	-	\$ -	\$ -	\$ -
Westario Power Inc.	8	82	153	\$ 4,446	\$ 42,615	\$ 80,836
Whitby Hydro Electric Corporation	-	-	-	\$ -	\$ -	\$ -
Woodstock Hydro Services Inc.	5	13	24	\$ 5,510	\$ 13,510	\$ 19,520
<b>Total</b>	<b>105,145</b>	<b>84,937</b>	<b>86,090</b>	<b>\$ 67,905,748</b>	<b>\$ 74,828,562</b>	<b>\$ 109,056,557</b>

1. "Arrears" means an account that is 30 or more days past the 16-day minimum payment period

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of arrear payment agreements with residential customers that were cancelled during the year due to nonpayment		
	2013	2014	2015
Algoma Power Inc.	16	33	5
Atikokan Hydro Inc.	-	-	-
Bluewater Power Distribution Corporation	-	-	-
Brant County Power Inc.	-	1	-
Brantford Power Inc.	35	66	45
Burlington Hydro Inc.	16	13	7
Cambridge and North Dumfries Hydro Inc.	1,406	1,700	-
Canadian Niagara Power Inc.	228	262	113
Centre Wellington Hydro Ltd.	2	-	1
Chapleau Public Utilities Corporation	-	-	-
Collus PowerStream Corp.	-	-	-
Cooperative Hydro Embrun Inc.	-	-	-
Cornwall Street Railway Light and Power Company Limited	91	100	94
E.L.K. Energy Inc.	29	18	37
Enersource Hydro Mississauga Inc.	7	10	18
Entegrus Powerlines Inc.	13	12	10
EnWin Utilities Ltd.	311	394	168
Erie Thames Powerlines Corporation	-	1	2
Espanola Regional Hydro Distribution Corporation	2	7	-
Essex Powerlines Corporation	363	322	266
Festival Hydro Inc.	1	6	6
Fort Frances Power Corporation	-	-	1
Greater Sudbury Hydro Inc.	-	3	1
Grimsby Power Incorporated	-	-	-
Guelph Hydro Electric Systems Inc.	20	1	251
Haldimand County Hydro Inc.	6	8	7
Halton Hills Hydro Inc.	1	1	3
Hearst Power Distribution Company Limited	-	-	3
Horizon Utilities Corporation	2,055	1,620	1,353

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of arrear payment agreements with residential customers that were cancelled during the year due to nonpayment		
	2013	2014	2015
Hydro 2000 Inc.	76	17	22
Hydro Hawkesbury Inc.	31	27	36
Hydro One Brampton Networks Inc.	67	74	173
Hydro One Networks Inc.	18,086	6,520	17,821
Hydro One Remote Communities Inc.	-	146	90
Hydro Ottawa Limited	845	25	15
Innpower Corporation	25	18	239
Kenora Hydro Electric Corporation Ltd.	-	40	142
Kingston Hydro Corporation	3	3	2
Kitchener-Wilmot Hydro Inc.	4	5	6
Lakefront Utilities Inc.	-	-	-
Lakeland Power Distribution Ltd.	2	-	-
London Hydro Inc.	30	114	156
Midland Power Utility Corporation	-	4	-
Milton Hydro Distribution Inc.	8	4	1
Newmarket-Tay Power Distribution Ltd.	-	-	12
Niagara Peninsula Energy Inc.	-	160	83
Niagara-on-the-Lake Hydro Inc.	-	-	8
Norfolk Power Distribution Inc.	78	146	-
North Bay Hydro Distribution Limited	17	54	59
Northern Ontario Wires Inc.	-	-	41
Oakville Hydro Electricity Distribution Inc.	2,206	1,217	1,153
Orangeville Hydro Limited	-	-	-
Orillia Power Distribution Corporation	1	14	15
Oshawa PUC Networks Inc.	243	153	114
Ottawa River Power Corporation	1	1	-
Parry Sound Power Corporation	-	-	-
Peterborough Distribution Incorporated	5	12	9
PowerStream Inc.	-	-	-



Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of arrear payment agreements with residential customers that were cancelled during the year due to nonpayment		
	2013	2014	2015
PUC Distribution Inc.	82	112	46
Renfrew Hydro Inc.	-	-	3
Rideau St. Lawrence Distribution Inc.	188	5	12
Sioux Lookout Hydro Inc.	1	1	9
St. Thomas Energy Inc.	1	-	1
Thunder Bay Hydro Electricity Distribution Inc.	148	216	393
Tillsonburg Hydro Inc.	-	3	2
Toronto Hydro-Electric System Limited	151	246	2,308
Veridian Connections Inc.	103	127	149
Wasaga Distribution Inc.	1	-	1
Waterloo North Hydro Inc.	1	-	-
Welland Hydro-Electric System Corp.	1	-	4
Wellington North Power Inc.	80	60	-
West Coast Huron Energy Inc.	-	-	-
Westario Power Inc.	8	64	135
Whitby Hydro Electric Corporation	-	-	-
Woodstock Hydro Services Inc.	1	4	19
<b>Total</b>	<b>27,096</b>	<b>14,170</b>	<b>25,670</b>

1. "Arrears" means an account that is 30 or more days past the 16-day minimum payment period

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of residential customer accounts written off in whole or in part during the year			Total dollar amount of writeoffs for residential customer accounts during year		
	2013	2014	2015	2013	2014	2015
	Algoma Power Inc.	50	180	182	\$ 23,440	\$ 67,364
Atikokan Hydro Inc.	4	2	4	\$ 465	\$ 684	\$ 722
Bluewater Power Distribution Corporation	430	455	394	\$ 222,123	\$ 261,714	\$ 254,462
Brant County Power Inc.	867	89	153	\$ 271,356	\$ 37,066	\$ 89,850
Brantford Power Inc.	752	715	678	\$ 246,963	\$ 246,538	\$ 251,958
Burlington Hydro Inc.	381	397	-	\$ 117,713	\$ 129,458	\$ -
Cambridge and North Dumfries Hydro Inc.	616	526	460	\$ 196,419	\$ 189,968	\$ 161,449
Canadian Niagara Power Inc.	485	1,402	1,610	\$ 128,386	\$ 290,256	\$ 264,477
Centre Wellington Hydro Ltd.	36	68	66	\$ 7,280	\$ 17,065	\$ 9,645
Chapleau Public Utilities Corporation	4	6	13	\$ 2,482	\$ 1,568	\$ 3,812
Collus PowerStream Corp.	179	195	218	\$ 38,133	\$ 50,414	\$ 55,764
Cooperative Hydro Embrun Inc.	-	19	7	\$ -	\$ 5,255	\$ 5,001
Cornwall Street Railway Light and Power Company Limited	356	946	835	\$ 134,372	\$ 251,390	\$ 226,030
E.L.K. Energy Inc.	-	-	-	\$ 7,134	\$ 136,322	\$ 4,070
Enersource Hydro Mississauga Inc.	2,966	2,164	2,180	\$ 1,172,587	\$ 741,151	\$ 721,159
Entegrus Powerlines Inc.	593	626	843	\$ 187,943	\$ 196,036	\$ 201,728
EnWin Utilities Ltd.	1,465	2,756	3,215	\$ 405,652	\$ 495,499	\$ 612,782
Erie Thames Powerlines Corporation	781	454	45	\$ 87,312	\$ 36,570	\$ 54,224
Espanola Regional Hydro Distribution Corporation	51	83	56	\$ 15,107	\$ 39,426	\$ 36,357
Essex Powerlines Corporation	436	417	426	\$ 259,819	\$ 205,157	\$ 98,043
Festival Hydro Inc.	282	228	270	\$ 84,232	\$ 80,056	\$ 95,048
Fort Frances Power Corporation	16	17	26	\$ 11,271	\$ 9,998	\$ 10,276
Greater Sudbury Hydro Inc.	131	4,117	127	\$ 834	\$ 977,002	\$ 874
Grimsby Power Incorporated	37	54	70	\$ 9,013	\$ 11,507	\$ 15,497
Guelph Hydro Electric Systems Inc.	358	401	421	\$ 127,000	\$ 188,660	\$ 205,816
Haldimand County Hydro Inc.	176	214	551	\$ 54,912	\$ 66,552	\$ 239,349
Halton Hills Hydro Inc.	143	100	122	\$ 52,882	\$ 27,440	\$ 50,064
Hearst Power Distribution Company Limited	27	68	27	\$ 7,376	\$ 22,337	\$ 8,122
Horizon Utilities Corporation	6,149	5,166	6,064	\$ 1,817,911	\$ 1,744,373	\$ 1,716,379

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of residential customer accounts written off in whole or in part during the year			Total dollar amount of writeoffs for residential customer accounts during year		
	2013	2014	2015	2013	2014	2015
	Hydro 2000 Inc.	13	31	39	\$ 5,618	\$ 21,164
Hydro Hawkesbury Inc.	32	64	53	\$ 6,912	\$ 22,416	\$ 23,336
Hydro One Brampton Networks Inc.	883	905	1,008	\$ 388,292	\$ 289,974	\$ 305,576
Hydro One Networks Inc.	19,537	24,382	12,878	\$ 10,407,123	\$ 17,214,807	\$ 16,504,125
Hydro One Remote Communities Inc.	-	92	140	\$ -	\$ 57,632	\$ 85,035
Hydro Ottawa Limited	12,333	19,794	20,527	\$ 1,352,000	\$ 52,410	\$ 2,400,318
Innpower Corporation	166	220	227	\$ 64,055	\$ 108,086	\$ 142,501
Kenora Hydro Electric Corporation Ltd.	58	50	-	\$ 11,784	\$ 11,273	\$ -
Kingston Hydro Corporation	-	-	-	\$ -	\$ -	\$ -
Kitchener-Wilmot Hydro Inc.	886	802	756	\$ 207,186	\$ 222,196	\$ 218,461
Lakefront Utilities Inc.	125	373	126	\$ 46,524	\$ 128,558	\$ 39,252
Lakeland Power Distribution Ltd.	78	-	131	\$ 29,894	\$ -	\$ 49,962
London Hydro Inc.	5,693	4,865	4,490	\$ 566,532	\$ 614,551	\$ 692,411
Midland Power Utility Corporation	126	208	214	\$ 30,238	\$ 28,797	\$ 47,109
Milton Hydro Distribution Inc.	234	144	184	\$ 55,000	\$ 34,330	\$ 53,093
Newmarket-Tay Power Distribution Ltd.	281	265	198	\$ -	\$ 96,714	\$ 87,886
Niagara Peninsula Energy Inc.	790	860	801	\$ 311,107	\$ 274,753	\$ 307,944
Niagara-on-the-Lake Hydro Inc.	-	97	122	\$ -	\$ 22,625	\$ 35,769
Norfolk Power Distribution Inc.	334	336	-	\$ 129,114	\$ 139,055	\$ -
North Bay Hydro Distribution Limited	240	156	145	\$ 10,633	\$ 17,519	\$ 25,573
Northern Ontario Wires Inc.	10	45	169	\$ 2,461	\$ 26,999	\$ 59,523
Oakville Hydro Electricity Distribution Inc.	580	379	732	\$ 75,134	\$ 66,030	\$ 138,570
Orangeville Hydro Limited	218	165	283	\$ 24,340	\$ 39,838	\$ 48,508
Orillia Power Distribution Corporation	310	372	394	\$ 106,840	\$ 118,031	\$ 151,431
Oshawa PUC Networks Inc.	1,022	1,010	857	\$ 439,400	\$ 443,824	\$ 358,801
Ottawa River Power Corporation	230	265	383	\$ 42,468	\$ 87,870	\$ 95,388
Parry Sound Power Corporation	18	-	-	\$ 11,693	\$ -	\$ -
Peterborough Distribution Incorporated	755	810	680	\$ 218,422	\$ 270,509	\$ 217,387
PowerStream Inc.	2,616	2,541	1,331	\$ 977,890	\$ 961,925	\$ 508,891

Data Reported by Electricity Distributors for All Residential Customers

Distributors	Number of residential customer accounts written off in whole or in part during the year			Total dollar amount of writeoffs for residential customer accounts during year		
	2013	2014	2015	2013	2014	2015
	PUC Distribution Inc.	-	-	258	\$ -	\$ -
Renfrew Hydro Inc.	121	116	86	\$ 44,539	\$ 29,463	\$ 26,032
Rideau St. Lawrence Distribution Inc.	190	210	167	\$ 51,288	\$ 65,273	\$ 57,092
Sioux Lookout Hydro Inc.	34	46	26	\$ 18,310	\$ 24,635	\$ 12,628
St. Thomas Energy Inc.	643	548	538	\$ 93,753	\$ 121,454	\$ 63,994
Thunder Bay Hydro Electricity Distribution Inc.	470	481	509	\$ 106,022	\$ 94,881	\$ 101,329
Tillsonburg Hydro Inc.	170	323	188	\$ 33,506	\$ 51,629	\$ 46,818
Toronto Hydro-Electric System Limited	25,456	10,258	15,675	\$ 8,323,678	\$ 3,362,142	\$ 5,279,368
Veridian Connections Inc.	1,497	1,455	1,760	\$ 644,842	\$ 643,993	\$ 667,894
Wasaga Distribution Inc.	79	108	79	\$ 25,868	\$ 36,589	\$ 23,326
Waterloo North Hydro Inc.	315	283	63	\$ 81,217	\$ 97,657	\$ 20,434
Welland Hydro-Electric System Corp.	443	575	393	\$ 93,000	\$ 114,348	\$ 127,977
Wellington North Power Inc.	75	69	53	\$ 19,499	\$ 17,580	\$ 12,177
West Coast Huron Energy Inc.	37	25	37	\$ 11,691	\$ 10,752	\$ 13,392
Westario Power Inc.	458	4	619	\$ 74,826	\$ 97	\$ 237,058
Whitby Hydro Electric Corporation	343	327	277	\$ 124,712	\$ 104,185	\$ 112,001
Woodstock Hydro Services Inc.	293	292	256	\$ 68,114	\$ 71,000	\$ 62,248
<b>Total</b>	<b>95,963</b>	<b>96,216</b>	<b>86,915</b>	<b>\$ 31,025,642</b>	<b>\$ 32,744,390</b>	<b>\$ 35,172,817</b>

1. "Arrears" means an account that is 30 or more days past the 16-day minimum payment period

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears of eligible low income customer <sup>2</sup> accounts in arrears at year end			Total dollar amount of arrears for eligible low income customer accounts in arrears at year end		
	2013	2014	2015	2013	2014	2015
Algoma Power Inc.	33	11	16	\$ 6,102	\$ 1,297	\$ 2,966
Atikokan Hydro Inc.	4	-	4	\$ 1,753	\$ -	\$ 3,506
Bluewater Power Distribution Corporation	217	239	265	\$ 57,560	\$ 59,948	\$ 47,369
Brant County Power Inc.	34	11	15	\$ 9,154	\$ 2,137	\$ 1,392
Brantford Power Inc.	173	92	85	\$ 56,150	\$ 19,800	\$ 19,624
Burlington Hydro Inc.	14	10	8	\$ 2,664	\$ 1,440	\$ 1,135
Cambridge and North Dumfries Hydro Inc.	146	113	152	\$ 10,021	\$ 7,070	\$ 13,920
Canadian Niagara Power Inc.	148	123	81	\$ 33,539	\$ 19,509	\$ 13,390
Centre Wellington Hydro Ltd.	10	7	9	\$ 282	\$ 1,002	\$ 266
Chapleau Public Utilities Corporation	4	8	9	\$ 788	\$ 2,436	\$ 1,835
Collus PowerStream Corp.	13	17	15	\$ 1,497	\$ 2,246	\$ 1,599
Cooperative Hydro Embrun Inc.	5	-	-	\$ 1,851	\$ -	\$ -
Cornwall Street Railway Light and Power Company Limited	91	111	80	\$ 17,910	\$ 14,302	\$ 8,487
E.L.K. Energy Inc.	18	13	14	\$ 6,967	\$ 4,181	\$ 5,606
Enersource Hydro Mississauga Inc.	423	508	561	\$ 151,212	\$ 171,332	\$ 188,284
Entegrus Powerlines Inc.	516	364	641	\$ 50,770	\$ 59,625	\$ 82,077
EnWin Utilities Ltd.	155	291	561	\$ 22,472	\$ 34,960	\$ 173,102
Erie Thames Powerlines Corporation	24	15	61	\$ 2,407	\$ 962	\$ 14,212
Espanola Regional Hydro Distribution Corporation	4	11	3	\$ 3,854	\$ 4,407	\$ 628
Essex Powerlines Corporation	50	38	202	\$ 25,509	\$ 24,632	\$ 88,171
Festival Hydro Inc.	103	74	74	\$ 24,515	\$ 10,773	\$ 11,482
Fort Frances Power Corporation	29	17	21	\$ 3,455	\$ 1,091	\$ 3,671
Greater Sudbury Hydro Inc.	86	45	26	\$ 34,569	\$ 19,326	\$ 5,149
Grimsby Power Incorporated	1	11	9	\$ 263	\$ 1,088	\$ 508
Guelph Hydro Electric Systems Inc.	99	270	358	\$ 15,947	\$ 46,418	\$ 91,631
Haldimand County Hydro Inc.	49	86	105	\$ 12,632	\$ 22,290	\$ 31,565
Halton Hills Hydro Inc.	23	31	26	\$ 6,008	\$ 6,737	\$ 6,079
Hearst Power Distribution Company Limited	-	1	-	\$ -	\$ 188	\$ -
Horizon Utilities Corporation	1,077	1,482	1,717	\$ 165,552	\$ 233,264	\$ 262,793

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears of eligible low income customer <sup>2</sup> accounts in arrears at year end			Total dollar amount of arrears for eligible low income customer accounts in arrears at year end		
	2013	2014	2015	2013	2014	2015
Hydro 2000 Inc.	40	36	88	\$ 12,538	\$ 15,927	\$ 63,056
Hydro Hawkesbury Inc.	34	63	9	\$ 4,334	\$ 16,805	\$ 1,930
Hydro One Brampton Networks Inc.	56	49	7	\$ 14,011	\$ 14,411	\$ 1,640
Hydro One Networks Inc.	4,734	4,852	7,570	\$ 3,146,146	\$ 6,666,265	\$ 9,881,098
Hydro One Remote Communities Inc.	-	33	34	\$ -	\$ 11,618	\$ 7,304
Hydro Ottawa Limited	451	399	352	\$ 81,395	\$ 118,046	\$ 63,826
Innpower Corporation	36	36	22	\$ 10,048	\$ 13,299	\$ 8,749
Kenora Hydro Electric Corporation Ltd.	8	12	14	\$ 765	\$ 4,141	\$ 1,100
Kingston Hydro Corporation	195	166	151	\$ 25,353	\$ 19,946	\$ 20,471
Kitchener-Wilmot Hydro Inc.	57	86	88	\$ 9,242	\$ 12,197	\$ 10,196
Lakefront Utilities Inc.	14	14	17	\$ 2,539	\$ 2,303	\$ 5,151
Lakeland Power Distribution Ltd.	22	19	60	\$ 4,765	\$ 6,439	\$ 23,633
London Hydro Inc.	1,663	1,851	1,590	\$ 430,890	\$ 483,411	\$ 446,992
Midland Power Utility Corporation	20	115	121	\$ 1,703	\$ 1,001	\$ 1,521
Milton Hydro Distribution Inc.	58	37	32	\$ 10,267	\$ 6,437	\$ 5,444
Newmarket-Tay Power Distribution Ltd.	162	33	13	\$ -	\$ 4,320	\$ 4,541
Niagara Peninsula Energy Inc.	-	-	165	\$ -	\$ -	\$ 52,493
Niagara-on-the-Lake Hydro Inc.	1	2	5	\$ 24	\$ 985	\$ 801
Norfolk Power Distribution Inc.	26	68	-	\$ 5,648	\$ 10,100	\$ -
North Bay Hydro Distribution Limited	12	54	62	\$ 4,049	\$ 13,665	\$ 15,095
Northern Ontario Wires Inc.	5	1	2	\$ 1,190	\$ 140	\$ 993
Oakville Hydro Electricity Distribution Inc.	32	52	64	\$ 5,555	\$ 9,283	\$ 15,010
Orangeville Hydro Limited	24	46	42	\$ 3,825	\$ 9,429	\$ 5,439
Orillia Power Distribution Corporation	90	94	50	\$ 23,895	\$ 30,968	\$ 11,896
Oshawa PUC Networks Inc.	5	60	5	\$ 1,666	\$ 6,156	\$ 4,662
Ottawa River Power Corporation	7	26	20	\$ 812	\$ 5,491	\$ 2,926
Parry Sound Power Corporation	27	-	-	\$ 6,372	\$ -	\$ -
Peterborough Distribution Incorporated	488	253	296	\$ 127,431	\$ 63,848	\$ 85,658
PowerStream Inc.	-	328	535	\$ -	\$ 102,681	\$ 147,042

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears of eligible low income customer <sup>2</sup> accounts in arrears at year end			Total dollar amount of arrears for eligible low income customer accounts in arrears at year end		
	2013	2014	2015	2013	2014	2015
PUC Distribution Inc.	-	-	213	\$ -	\$ -	\$ 198,871
Renfrew Hydro Inc.	20	14	41	\$ 4,091	\$ 2,267	\$ 11,189
Rideau St. Lawrence Distribution Inc.	21	42	29	\$ 6,446	\$ 15,282	\$ 4,378
Sioux Lookout Hydro Inc.	15	26	33	\$ 8,067	\$ 13,965	\$ 9,663
St. Thomas Energy Inc.	72	44	42	\$ 13,377	\$ 4,035	\$ 3,544
Thunder Bay Hydro Electricity Distribution Inc.	170	373	584	\$ 21,103	\$ 47,286	\$ 180,675
Tillsonburg Hydro Inc.	21	30	18	\$ 5,433	\$ 8,031	\$ 6,331
Toronto Hydro-Electric System Limited	1,320	1,768	1,805	\$ 507,831	\$ 554,693	\$ 456,819
Veridian Connections Inc.	147	85	196	\$ 33,265	\$ 19,884	\$ 73,855
Wasaga Distribution Inc.	23	17	17	\$ 5,813	\$ 5,181	\$ 6,099
Waterloo North Hydro Inc.	44	61	47	\$ 44,859	\$ 4,637	\$ 4,857
Welland Hydro-Electric System Corp.	119	82	52	\$ 21,513	\$ 16,531	\$ 4,293
Wellington North Power Inc.	1	5	4	\$ 5	\$ 117	\$ 89
West Coast Huron Energy Inc.	11	12	9	\$ 1,880	\$ 1,206	\$ 1,726
Westario Power Inc.	1	307	98	\$ 199	\$ 38,698	\$ 12,197
Whitby Hydro Electric Corporation	23	58	84	\$ 4,036	\$ 15,971	\$ 33,684
Woodstock Hydro Services Inc.	175	152	110	\$ 59,401	\$ 34,280	\$ 28,154
<b>Total</b>	<b>13,999</b>	<b>15,860</b>	<b>19,914</b>	<b>\$ 5,397,185</b>	<b>\$ 9,203,837</b>	<b>\$ 13,005,538</b>

2. "Eligible low-income customer" means a residential consumer approved for OESP or Emergency Financial Assistance

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears payment agreements entered during the course of the year with low income customers			Total amount of monies owing under arrears payment agreements entered into during the year eligible low income customers		
	2013	2014	2015	2013	2014	2015
Algoma Power Inc.	3	5	1	\$ 1,817	\$ 3,941	\$ 1,547
Atikokan Hydro Inc.	-	-	-	\$ -	\$ -	\$ -
Bluewater Power Distribution Corporation	1	-	2	\$ 1,737	\$ -	\$ 4,372
Brant County Power Inc.	4	-	-	\$ 1,777	\$ -	\$ -
Brantford Power Inc.	6	9	12	\$ 3,330	\$ 796	\$ 1,733
Burlington Hydro Inc.	1	-	-	\$ -	\$ -	\$ -
Cambridge and North Dumfries Hydro Inc.	527	350	-	\$ 306,344	\$ 232,082	\$ -
Canadian Niagara Power Inc.	56	88	24	\$ 36,234	\$ 53,654	\$ 9,761
Centre Wellington Hydro Ltd.	-	-	1	\$ -	\$ -	\$ 516
Chapleau Public Utilities Corporation	-	-	-	\$ -	\$ -	\$ -
Collus PowerStream Corp.	-	-	40	\$ -	\$ -	\$ 30,125
Cooperative Hydro Embrun Inc.	-	-	-	\$ -	\$ -	\$ -
Cornwall Street Railway Light and Power Company Limited	18	35	22	\$ 7,796	\$ 15,453	\$ 10,287
E.L.K. Energy Inc.	1	3	1	\$ 535	\$ 2,107	\$ 494
Enersource Hydro Mississauga Inc.	-	6	6	\$ -	\$ 3,708	\$ 4,619
Entegrus Powerlines Inc.	36	79	64	\$ 13,828	\$ 41,211	\$ 33,886
EnWin Utilities Ltd.	249	1,165	432	\$ 38,972	\$ 402,952	\$ 173,453
Erie Thames Powerlines Corporation	-	-	2	\$ -	\$ -	\$ 2,375
Espanola Regional Hydro Distribution Corporation	1	-	-	\$ 778	\$ -	\$ -
Essex Powerlines Corporation	228	71	564	\$ 57,401	\$ 20,019	\$ 151,673
Festival Hydro Inc.	4	9	6	\$ 1,776	\$ 6,487	\$ 2,034
Fort Frances Power Corporation	-	1	1	\$ -	\$ 210	\$ 405
Greater Sudbury Hydro Inc.	2	1	2	\$ 1,392	\$ 359	\$ 1,885
Grimsby Power Incorporated	-	1	-	\$ -	\$ 404	\$ -
Guelph Hydro Electric Systems Inc.	384	241	35	\$ 37,928	\$ 120,500	\$ 12,101
Haldimand County Hydro Inc.	5	4	9	\$ 2,142	\$ 1,096	\$ 5,737
Halton Hills Hydro Inc.	5	7	9	\$ 2,657	\$ 2,522	\$ 3,975
Hearst Power Distribution Company Limited	-	-	5	\$ -	\$ -	\$ 2,023
Horizon Utilities Corporation	561	533	507	\$ 24,993	\$ 26,207	\$ 28,939



Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears payment agreements entered during the course of the year with low income customers			Total amount of monies owing under arrears payment agreements entered into during the year eligible low income customers		
	2013	2014	2015	2013	2014	2015
Hydro 2000 Inc.	74	111	60	\$ 49,300	\$ 40,337	\$ 29,505
Hydro Hawkesbury Inc.	65	76	67	\$ 18,078	\$ 26,564	\$ 33,989
Hydro One Brampton Networks Inc.	1	5	1	\$ 536	\$ 4,315	\$ 586
Hydro One Networks Inc.	1,589	2,311	4,869	\$ 1,775,661	\$ 3,683,059	\$ 9,835,658
Hydro One Remote Communities Inc.	-	15	2	\$ -	\$ 23,835	\$ 891
Hydro Ottawa Limited	84	4	3	\$ 36,965	\$ 2,332	\$ 850
Innpower Corporation	28	17	72	\$ 17,157	\$ 12,621	\$ 63,886
Kenora Hydro Electric Corporation Ltd.	-	43	47	\$ -	\$ -	\$ 20,795
Kingston Hydro Corporation	3	3	2	\$ 1,948	\$ 3,062	\$ 834
Kitchener-Wilmot Hydro Inc.	1	2	3	\$ 123	\$ 1,382	\$ 674
Lakefront Utilities Inc.	-	-	32	\$ -	\$ -	\$ 26,320
Lakeland Power Distribution Ltd.	-	-	-	\$ -	\$ -	\$ -
London Hydro Inc.	50	117	127	\$ 27,631	\$ 56,223	\$ 58,381
Midland Power Utility Corporation	2	4	-	\$ 599	\$ 2,200	\$ -
Milton Hydro Distribution Inc.	4	6	2	\$ 2,470	\$ 3,609	\$ 1,108
Newmarket-Tay Power Distribution Ltd.	5	4	6	\$ -	\$ 2,034	\$ 2,952
Niagara Peninsula Energy Inc.	-	17	2	\$ -	\$ 10,570	\$ 821
Niagara-on-the-Lake Hydro Inc.	-	-	1	\$ -	\$ -	\$ 1,822
Norfolk Power Distribution Inc.	29	68	-	\$ 720	\$ 2,725	\$ -
North Bay Hydro Distribution Limited	1	5	20	\$ 362	\$ 2,598	\$ 8,780
Northern Ontario Wires Inc.	-	-	6	\$ -	\$ -	\$ 1,134
Oakville Hydro Electricity Distribution Inc.	211	155	278	\$ 51,597	\$ 51,991	\$ 74,277
Orangeville Hydro Limited	-	-	-	\$ -	\$ -	\$ -
Orillia Power Distribution Corporation	-	9	10	\$ -	\$ 7,178	\$ 7,874
Oshawa PUC Networks Inc.	10	4	15	\$ 7,661	\$ 1,970	\$ 10,283
Ottawa River Power Corporation	-	-	-	\$ -	\$ -	\$ -
Parry Sound Power Corporation	-	-	-	\$ -	\$ -	\$ -
Peterborough Distribution Incorporated	3	6	7	\$ 1,689	\$ 2,426	\$ 1,775
PowerStream Inc.	-	-	-	\$ -	\$ -	\$ -

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears payment agreements entered during the course of the year with low income customers			Total amount of monies owing under arrears payment agreements entered into during the year eligible low income customers		
	2013	2014	2015	2013	2014	2015
PUC Distribution Inc.	56	43	15	\$ -	\$ 44,919	\$ 15,660
Renfrew Hydro Inc.	10	-	3	\$ 2,019	\$ -	\$ 1,946
Rideau St. Lawrence Distribution Inc.	36	2	6	\$ 29,351	\$ 2,020	\$ 4,580
Sioux Lookout Hydro Inc.	1	-	3	\$ 2,622	\$ -	\$ 923
St. Thomas Energy Inc.	1	1	1	\$ 361	\$ 1,395	\$ 768
Thunder Bay Hydro Electricity Distribution Inc.	63	104	180	\$ 34,375	\$ 56,612	\$ 89,025
Tillsonburg Hydro Inc.	2	3	2	\$ 617	\$ 539	\$ 1,079
Toronto Hydro-Electric System Limited	93	648	426	\$ 143,641	\$ 422,186	\$ 230,916
Veridian Connections Inc.	20	9	28	\$ 12,799	\$ 8,328	\$ 18,980
Wasaga Distribution Inc.	-	-	1	\$ -	\$ -	\$ 3,901
Waterloo North Hydro Inc.	2	3	-	\$ 338	\$ 540	\$ -
Welland Hydro-Electric System Corp.	1	6	6	\$ 529	\$ 4,136	\$ 2,949
Wellington North Power Inc.	25	55	-	\$ 5,576	\$ 10,430	\$ -
West Coast Huron Energy Inc.	-	-	-	\$ -	\$ -	\$ -
Westario Power Inc.	4	4	1	\$ 1,907	\$ 1,570	\$ 407
Whitby Hydro Electric Corporation	-	-	-	\$ -	\$ -	\$ -
Woodstock Hydro Services Inc.	2	9	15	\$ 1,465	\$ 10,851	\$ 13,925
<b>Total</b>	<b>4,568</b>	<b>6,477</b>	<b>8,064</b>	<b>\$ 2,769,534</b>	<b>\$ 5,438,265</b>	<b>\$ 11,050,194</b>

2. "Eligible low-income customer" means a residential consumer approved for OESP or Emergency Financial Assistance

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears payment agreements with eligible low income customers cancelled in year due to nonpayment		
	2013	2014	2015
Algoma Power Inc.	1	5	1
Atikokan Hydro Inc.	-	-	-
Bluewater Power Distribution Corporation	-	-	-
Brant County Power Inc.	-	-	-
Brantford Power Inc.	1	12	-
Burlington Hydro Inc.	1	-	-
Cambridge and North Dumfries Hydro Inc.	175	115	-
Canadian Niagara Power Inc.	52	79	23
Centre Wellington Hydro Ltd.	-	-	1
Chapleau Public Utilities Corporation	-	-	-
Collus PowerStream Corp.	-	-	-
Cooperative Hydro Embrun Inc.	-	-	-
Cornwall Street Railway Light and Power Company Limited	18	30	16
E.L.K. Energy Inc.	1	-	-
Enersource Hydro Mississauga Inc.	1	3	6
Entegrus Powerlines Inc.	13	10	8
EnWin Utilities Ltd.	32	349	31
Erie Thames Powerlines Corporation	-	-	1
Espanola Regional Hydro Distribution Corporation	-	-	-
Essex Powerlines Corporation	17	19	27
Festival Hydro Inc.	1	5	4
Fort Frances Power Corporation	-	-	1
Greater Sudbury Hydro Inc.	-	1	1
Grimsby Power Incorporated	-	-	-
Guelph Hydro Electric Systems Inc.	-	-	28
Haldimand County Hydro Inc.	6	2	3
Halton Hills Hydro Inc.	-	-	-
Hearst Power Distribution Company Limited	-	-	-
Horizon Utilities Corporation	403	416	392

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears payment agreements with eligible low income customers cancelled in year due to nonpayment		
	2013	2014	2015
Hydro 2000 Inc.	-	15	14
Hydro Hawkesbury Inc.	3	6	7
Hydro One Brampton Networks Inc.	1	5	1
Hydro One Networks Inc.	440	200	976
Hydro One Remote Communities Inc.	-	2	1
Hydro Ottawa Limited	49	2	1
Innpower Corporation	5	5	13
Kenora Hydro Electric Corporation Ltd.	-	4	23
Kingston Hydro Corporation	3	3	2
Kitchener-Wilmot Hydro Inc.	1	2	3
Lakefront Utilities Inc.	-	-	-
Lakeland Power Distribution Ltd.	-	-	-
London Hydro Inc.	19	92	104
Midland Power Utility Corporation	-	4	-
Milton Hydro Distribution Inc.	2	-	4
Newmarket-Tay Power Distribution Ltd.	-	-	6
Niagara Peninsula Energy Inc.	-	15	10
Niagara-on-the-Lake Hydro Inc.	-	-	-
Norfolk Power Distribution Inc.	20	40	-
North Bay Hydro Distribution Limited	-	3	10
Northern Ontario Wires Inc.	-	-	1
Oakville Hydro Electricity Distribution Inc.	84	28	56
Orangeville Hydro Limited	-	-	-
Orillia Power Distribution Corporation	-	8	4
Oshawa PUC Networks Inc.	9	1	9
Ottawa River Power Corporation	-	-	-
Parry Sound Power Corporation	-	-	-
Peterborough Distribution Incorporated	-	2	2
PowerStream Inc.	-	-	-

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of arrears payment agreements with eligible low income customers cancelled in year due to nonpayment		
	2013	2014	2015
PUC Distribution Inc.	28	21	18
Renfrew Hydro Inc.	-	-	1
Rideau St. Lawrence Distribution Inc.	17	2	5
Sioux Lookout Hydro Inc.	-	-	1
St. Thomas Energy Inc.	1	-	1
Thunder Bay Hydro Electricity Distribution Inc.	41	63	147
Tillsonburg Hydro Inc.	-	3	2
Toronto Hydro-Electric System Limited	50	74	665
Veridian Connections Inc.	3	4	8
Wasaga Distribution Inc.	-	-	1
Waterloo North Hydro Inc.	-	-	-
Welland Hydro-Electric System Corp.	1	-	2
Wellington North Power Inc.	3	4	-
West Coast Huron Energy Inc.	-	-	-
Westario Power Inc.	4	2	-
Whitby Hydro Electric Corporation	-	-	-
Woodstock Hydro Services Inc.	1	3	12
<b>Total</b>	<b>1,507</b>	<b>1,659</b>	<b>2,653</b>

2. "Eligible low-income customer" means a residential consumer approved for OESP or Emergency Financial Assistance

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of eligible low income customer accounts written off in whole or in part during the year			Total dollar amount of write offs for eligible low income customer accounts during year		
	2013	2014	2015	2013	2014	2015
Algoma Power Inc.	1	3	24	\$ 2,734	\$ 4,533	\$ 14,532
Atikokan Hydro Inc.	-	-	-	\$ -	\$ -	\$ -
Bluewater Power Distribution Corporation	59	63	64	\$ 30,493	\$ 42,198	\$ 40,364
Brant County Power Inc.	-	5	1	\$ -	\$ 2,818	\$ 348
Brantford Power Inc.	6	28	19	\$ 1,413	\$ 12,159	\$ 11,249
Burlington Hydro Inc.	-	5	-	\$ -	\$ 2,381	\$ -
Cambridge and North Dumfries Hydro Inc.	108	81	84	\$ 41,473	\$ 28,768	\$ 33,968
Canadian Niagara Power Inc.	38	44	158	\$ 14,670	\$ 13,177	\$ 51,417
Centre Wellington Hydro Ltd.	3	2	3	\$ 683	\$ 776	\$ 877
Chapleau Public Utilities Corporation	-	-	-	\$ -	\$ -	\$ -
Collus PowerStream Corp.	6	8	13	\$ 2,713	\$ 3,905	\$ 7,069
Cooperative Hydro Embrun Inc.	-	-	-	\$ -	\$ -	\$ -
Cornwall Street Railway Light and Power Company Limited	4	58	190	\$ 577	\$ 18,938	\$ 48,188
E.L.K. Energy Inc.	-	-	-	\$ -	\$ -	\$ -
Enersource Hydro Mississauga Inc.	22	65	74	\$ 19,054	\$ 46,879	\$ 54,053
Entegrus Powerlines Inc.	307	171	323	\$ 114,731	\$ 70,962	\$ 107,620
EnWin Utilities Ltd.	168	88	331	\$ 62,334	\$ 18,257	\$ 123,771
Erie Thames Powerlines Corporation	-	-	-	\$ -	\$ -	\$ -
Espanola Regional Hydro Distribution Corporation	10	29	9	\$ 3,101	\$ 7,617	\$ 4,100
Essex Powerlines Corporation	3	10	4	\$ 1,715	\$ 6,635	\$ 1,719
Festival Hydro Inc.	35	28	28	\$ 13,632	\$ 15,554	\$ 15,554
Fort Frances Power Corporation	-	2	14	\$ -	\$ 698	\$ 5,533
Greater Sudbury Hydro Inc.	-	5	-	\$ -	\$ 1,457	\$ -
Grimsby Power Incorporated	4	7	12	\$ 807	\$ 1,304	\$ 3,220
Guelph Hydro Electric Systems Inc.	5	38	38	\$ 2,171	\$ 16,110	\$ 16,110
Haldimand County Hydro Inc.	-	-	44	\$ -	\$ -	\$ 18,287
Halton Hills Hydro Inc.	4	7	3	\$ 1,256	\$ 4,223	\$ 1,569
Hearst Power Distribution Company Limited	-	-	1	\$ -	\$ -	\$ 157
Horizon Utilities Corporation	485	844	986	\$ 241,061	\$ 419,367	\$ 450,891

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of eligible low income customer accounts written off in whole or in part during the year			Total dollar amount of write offs for eligible low income customer accounts during year		
	2013	2014	2015	2013	2014	2015
Hydro 2000 Inc.	11	16	19	\$ 4,502	\$ 8,669	\$ 6,288
Hydro Hawkesbury Inc.	7	25	16	\$ 2,622	\$ 9,997	\$ 7,218
Hydro One Brampton Networks Inc.	-	1	2	\$ -	\$ 1,079	\$ 17
Hydro One Networks Inc.	405	729	875	\$ 327,230	\$ 1,019,154	\$ 1,798,531
Hydro One Remote Communities Inc.	-	2	3	\$ -	\$ 576	\$ 516
Hydro Ottawa Limited	151	18	67	\$ 51,114	\$ 2,830	\$ 27,256
Innpower Corporation	-	5	19	\$ -	\$ 3,791	\$ 15,196
Kenora Hydro Electric Corporation Ltd.	-	4	-	\$ -	\$ 457	\$ -
Kingston Hydro Corporation	-	-	-	\$ -	\$ -	\$ -
Kitchener-Wilmot Hydro Inc.	2	43	89	\$ 375	\$ 6,580	\$ 31,676
Lakefront Utilities Inc.	-	-	3	\$ -	\$ -	\$ 944
Lakeland Power Distribution Ltd.	-	-	-	\$ -	\$ -	\$ -
London Hydro Inc.	87	78	88	\$ 28,775	\$ 29,331	\$ 38,670
Midland Power Utility Corporation	-	35	42	\$ -	\$ 5,118	\$ 13,726
Milton Hydro Distribution Inc.	10	1	11	\$ 3,601	\$ 176	\$ 3,831
Newmarket-Tay Power Distribution Ltd.	-	2	31	\$ -	\$ 603	\$ 20,513
Niagara Peninsula Energy Inc.	37	55	89	\$ 19,650	\$ 22,168	\$ 40,089
Niagara-on-the-Lake Hydro Inc.	-	1	2	\$ -	\$ 342	\$ 1,114
Norfolk Power Distribution Inc.	7	34	-	\$ 4,961	\$ 21,842	\$ -
North Bay Hydro Distribution Limited	-	-	2	\$ -	\$ -	\$ 138
Northern Ontario Wires Inc.	-	-	-	\$ -	\$ -	\$ -
Oakville Hydro Electricity Distribution Inc.	16	13	20	\$ 6,679	\$ 4,183	\$ 9,593
Orangeville Hydro Limited	-	5	3	\$ -	\$ 1,284	\$ 592
Orillia Power Distribution Corporation	2	50	10	\$ 528	\$ 20,615	\$ 5,104
Oshawa PUC Networks Inc.	-	-	-	\$ -	\$ -	\$ -
Ottawa River Power Corporation	19	-	26	\$ 3,617	\$ -	\$ 10,747
Parry Sound Power Corporation	-	-	-	\$ -	\$ -	\$ -
Peterborough Distribution Incorporated	4	74	68	\$ 947	\$ 27,228	\$ 14,859
PowerStream Inc.	-	12	13	\$ -	\$ 7,950	\$ 5,763

Data Reported by Ontario Electricity Distributors for Eligible Low-Income Customers

Distributors	Number of eligible low income customer accounts written off in whole or in part during the year			Total dollar amount of write offs for eligible low income customer accounts during year		
	2013	2014	2015	2013	2014	2015
PUC Distribution Inc.	-	-	46	\$ -	\$ -	\$ 49,852
Renfrew Hydro Inc.	-	-	26	\$ -	\$ -	\$ 11,357
Rideau St. Lawrence Distribution Inc.	-	8	29	\$ -	\$ 4,417	\$ 15,059
Sioux Lookout Hydro Inc.	1	-	-	\$ -	\$ -	\$ -
St. Thomas Energy Inc.	30	59	53	\$ 4,262	\$ 10,888	\$ 11,111
Thunder Bay Hydro Electricity Distribution Inc.	61	120	118	\$ 9,881	\$ 34,760	\$ 26,525
Tillsonburg Hydro Inc.	-	-	4	\$ -	\$ -	\$ 1,118
Toronto Hydro-Electric System Limited	-	75	495	\$ -	\$ 29,401	\$ 351,409
Veridian Connections Inc.	10	3	20	\$ 6,498	\$ 1,937	\$ 14,269
Wasaga Distribution Inc.	-	13	8	\$ -	\$ 8,214	\$ 3,473
Waterloo North Hydro Inc.	18	25	4	\$ 5,651	\$ 9,977	\$ 1,198
Welland Hydro-Electric System Corp.	91	6	109	\$ 20,318	\$ 8	\$ 43,932
Wellington North Power Inc.	-	5	5	\$ -	\$ 2,835	\$ 1,289
West Coast Huron Energy Inc.	-	6	18	\$ -	\$ 2,893	\$ 6,753
Westario Power Inc.	3	-	4	\$ 157	\$ -	\$ 848
Whitby Hydro Electric Corporation	-	-	-	\$ -	\$ -	\$ -
Woodstock Hydro Services Inc.	58	66	63	\$ 19,911	\$ 22,027	\$ 19,400
<b>Total</b>	<b>2,298</b>	<b>3,180</b>	<b>4,923</b>	<b>\$ 1,075,897</b>	<b>\$ 2,060,046</b>	<b>\$ 3,620,570</b>

2. "Eligible low-income customer" means a residential consumer approved for OESP or Emergency Financial Assistance