



The Voice Of Ontario's Electricity Distributors

ELECTRICITY DISTRIBUTORS ASSOCIATION



Getting to Know Your Electricity Utility

NOVEMBER 2010

For over a century Ontario's electricity utilities have not only adapted their own businesses, but helped their customers adapt to changes in the province's electricity market. We have earned our reputation as the trusted and familiar face of Ontario's power system.

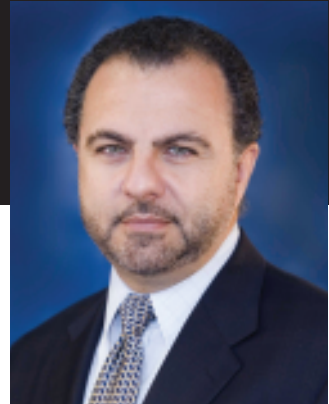


Getting to Know Your Electricity Utility

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Message from the EDA President & Chief Executive Officer



Charlie Macaluso
President and CEO

Ontario's electricity system has continued to see dramatic change over recent years, changes that have significantly impacted the province's local electricity distribution (LDC) sector. Today, the Green Energy and Green Economy Act (GEA) is ushering in another wave of fundamental change for Ontario's power sector.

Building "the sustainable communities of tomorrow," as defined by the EDA's LDC Vision, means providing Ontarians with more conservation options and clean energy solutions, through their trusted local electricity utility. While there are possible new challenges that utilities must work on with the government and regulator to address in going forward, there are increased opportunities for utilities in the areas of conservation, renewable energy generation and smart grid development that represent a positive step forward in enhancing a reliable and sustainable electricity system.

As the Association representing all of Ontario's distribution companies, we're the voice of the province's electricity distribution industry. The information in the following pages provide perspective on a wide array of issues and initiatives that are shaping a new future for Ontario's electricity system and the expanded roles and responsibilities of electricity distributors within it.

This "get to know us and the issues" primer is intended to be a fact-based information resource for your reference. We welcome any questions that you may have. Please feel free to call me, or any of our staff, at 905-265-5300, or visit our website at www.eda-on.ca.

A handwritten signature in black ink, appearing to read 'C. Macaluso', with a stylized flourish at the end.

Charlie Macaluso
President and CEO, Electricity Distributors Association



Electricity Distributors Association: *The Voice of Ontario's* Electricity Distributors

The Electricity Distributors Association (EDA) is the voice of Ontario's local electricity distributors, the publicly and privately owned companies that safely and reliably deliver electricity to over 4.5 million Ontario homes, businesses, and public institutions.

The EDA's focus is:

- **Advocacy and representation** in the legislative and regulatory environment and the electricity market in Ontario.
- **Information and analysis** that includes up-to-date, expert analysis of relevant legislation and market rules, with a particular focus on regulation.
- **Networking** opportunities and 'best practices' exchange with professional and industry colleagues.

Bringing Electricity Distributors Together with other Key Players in Ontario's Electricity Marketplace

Through its close relationship with key government, regulatory, agency, and industry stakeholders, the EDA is the respected and credible voice for Ontario's electricity distributors in a complex and evolving electricity marketplace.

Delivering Safe, Reliable & Environmentally Responsible Electricity to Ontarians

Local electricity utilities, also known as local electricity distribution companies (LDCs), take power from high-voltage transmission lines, ‘step-down’ the electricity to a low-voltage level (50 kv and under), and provide it to local customers – homes, businesses, institutions and industry.

Electricity distributors deliver power to over 4.5 million customers in communities across Ontario, representing over 4 million residential customers and approximately half a million commercial/institutional customers.

Ontario’s distribution companies are made up of the men and women who connect new homes and local businesses to electricity supply and maintain their community’s network of power lines. LDCs are:

- Committed to building sustainable communities;
- Responsible for connecting, and in some cases, building local renewable generation;
- Helping to ‘create a culture of conservation’ among Ontarians by delivering effective conservation and demand management programs so their customers have the tools they need to conserve;
- Responsible for implementing smart meters and Time-of-Use pricing so their customers have the ability to better manage their electricity usage and costs;
- Employing robust, state-of-the-art technologies that will help transform the electricity system and create Ontario’s smart grid; and
- Incorporated under the Ontario Business Corporations Act and eligible to earn commercial rates of return on capital.



Ontario's Electricity Distributors are Significant Contributors to the Province's Economy

Ontario's electricity distribution companies have a total asset base of \$14 billion, with annual revenues of \$3 billion.

The province's electricity distributors deliver significant economic benefits* each year by:

- Providing jobs for over 10,000 Ontarians and stimulating the province's economy through a payroll of over \$800 million;
- Providing over \$360 million to their shareholders, primarily Ontario's municipalities;
- Contributing over \$220 million through proxy taxes to the provincial government, against the stranded debt of the former Ontario Hydro;
- Donating over \$5 million to Ontario charities and community groups; and,
- Saving Ontario residents and businesses in electricity costs by delivering conservation programs that accounted for 516 million kWh in energy savings in 2009.

** The industry figures above are for 2009 and are approximate. They have been calculated on the basis of responses to a survey of Ontario's distribution companies conducted by the EDA in early 2010.*

Ontario's Electricity Distributors



Algoma Power Inc.
Atikokan Hydro Inc.
Bluewater Power Distribution Corporation
Brant County Power Inc.
Brantford Power Inc.
Burlington Hydro Inc.
Cambridge and N. Dumfries Hydro Inc.
Canadian Niagara Power Inc.
Centre Wellington Hydro Ltd.
Chapleau Public Utilities Corporation
Chatham-Kent Hydro Inc.
Clinton Power Corp.
Collus Power Corp.
Cooperative Hydro Embrun Inc.
Cornwall Electric
E.L.K. Energy Inc.
Enersource Hydro Mississauga Inc.
ENWIN Utilities Ltd.
Erie Thames Powerlines Corporation
Espanola Regional Hydro Distribution Corp.
Essex Powerlines Corporation
Festival Hydro Inc.
Fort Albany Power Corporation
Fort Frances Power Corporation
Greater Sudbury Hydro Inc.
Grimsby Power Incorporated
Guelph Hydro Electric Systems Inc.
Haldimand County Hydro Inc.
Halton Hills Hydro Inc.
Hearst Power Distribution Co. Ltd.
Horizon Utilities Corporation
Hydro 2000 Inc.
Hydro Hawkesbury Inc.
Hydro One Brampton Networks
Hydro One Networks Inc.
Hydro One Remote Communities Inc.
Hydro Ottawa Limited
Innisfil Hydro Distribution Systems Limited
Kenora HE Corp. Ltd.
Kingston Hydro Corporation



Ontario's Electricity Distributors

Kitchener-Wilmot Hydro Inc.

Lakefront Utilities Inc.

Lakeland Power Distribution Ltd.

London Hydro Inc.

Middlesex Power Dist. Corp. (form. Strathroy)

Midland Power Utility Corporation

Milton Hydro Distribution Inc.

Newmarket Tay Power Distribution Ltd.

Niagara Peninsula Energy Inc.

Niagara-on-the-Lake Hydro Inc.

Norfolk Power Distribution Inc.

North Bay Hydro Distribution Ltd.

Northern Ontario Wires Inc.

Oakville Hydro Electricity Distribution Inc.

Orangeville Hydro Limited

Orillia Power Distribution Corporation

Oshawa PUC Networks Inc.

Ottawa River Power Corp.

Parry Sound Power Corporation

Peterborough Distribution Inc.

Port Colborne Hydro Inc.

PowerStream Inc.

PUC Distribution Inc.

Renfrew Hydro Inc.

Rideau St. Lawrence Distribution Inc.

Sioux Lookout Hydro Inc.

St. Thomas Energy Inc.

Thunder Bay Hydro Electricity Distribution Inc.

Tillsonburg Hydro Inc.

Toronto Hydro-Electric System Limited

Veridian Connections Inc.

Wasaga Distribution Inc.

Waterloo North Hydro Inc.

Welland Hydro - Electric System Corp.

Wellington North Power Inc.

West Coast Huron Energy Inc.

West Perth Power Inc.

Westario Power Inc.

Whitby Hydro Electric Corp.

Woodstock Hydro Services Inc.

A Blueprint for Building Sustainable Communities

Ontario's Electricity distributors have a long-term Vision for the future role of the province's distributors that will make a significant contribution to achieving environmentally sustainable communities through the smart use of electricity. The Vision speaks of possibility and outlines a bold approach to modernizing and expanding Ontario's electricity delivery system to meet the needs of Ontarians into the future. It envisions the LDC of the future working within a policy and regulatory framework that supports and rewards value creation and innovation.

Ontario's electricity distributors have a long and exemplary history of providing safe, reliable and trusted electricity distribution services to customers.

Distributors are no strangers to change - for over a century they have not only adapted their businesses, but helped customers adapt to changes in Ontario's electricity market. Electricity distributors are the trusted 'face' of Ontario's power system for all electricity consumers – residents, businesses, industry and public institutions.

Electricity distributors can, and want to do more, by developing new services for customers and working with municipalities to create the sustainable communities of tomorrow.

We envision a distribution system that will make a significant contribution to achieving environmentally sustainable communities through the smart use of electricity. In bringing this collective vision forward, we will have the power to map a new and exciting course for the future of the province's distribution sector and for municipalities across Ontario.



A Blueprint for Building Sustainable Communities

Embracing change and new technologies, Ontario's electricity distributors are ready to lead and participate in building the sustainable communities of the future.

The province's electricity distributors envision a future that ensures a sustainable, robust and environmentally sound electricity distribution system is in place for future generations of Ontarians. It is a future that will be realized through dynamic collaboration with municipalities and communities and provide environmental, social and economic benefits to shareholders and to electricity consumers across Ontario.

Public expectations are changing.

The environment is high on the list of concerns and there is an expectation that businesses, including local distributors, will do their part to be environmentally responsible not only in their own operations but in the products and services they design and deliver. In addition to providing a reliable and sustainable electricity system to support economic growth, electricity distributors want to achieve a balance with managing society's environmental footprint.

New Opportunities Under the *Green Energy and Green Economy Act, 2009*

We are on the cusp of a wave of fundamental change that will further evolve Ontario's power sector and the roles and responsibilities of electricity distributors within it. The provincial government is looking to local distribution companies (LDCs) to play a significant role in satisfying its objectives to 'grow the clean economy', meet conservation targets, develop a smart grid, and develop and connect renewable energy generation.

Opening Doors of Opportunity

There are three key primary components in the new legislation that directly impact LDC businesses:

1. The *Green Energy and Green Economy Act* (GEA) provides distributors with the freedom to own and operate a portfolio of renewable power generation and requires LDCs to connect distributed and renewable generation projects to the distribution grid.
2. Electricity distributors will bear added responsibilities in assisting and enabling consumers to reduce their peak demand, as well as their overall electricity consumption, and in particular, will be required to attain individual LDC Conservation and Demand Management (CDM) targets.
3. LDCs gain new responsibilities in transforming their local distribution networks into "smart grids" that harness advanced technologies that will facilitate the connection of small-scale generators and enable the two-way flow of information.

For distributors, meeting this challenge involves converting the regulatory model from one that focuses on a distributor's ability to deliver traditional services to customers – wires and poles – to one that provides distributors with the flexibility and freedom to effectively provide services to their customers.



Delivering Conservation & Demand Management

Creating a Culture of Conservation

Ontario's electricity distributors have played a leadership role in the delivery of Conservation and Demand Management (CDM) programming to their customers since 2005 – offering their own custom programs, as well as partnering with the Ontario Power Authority (OPA) to deliver province-wide programs to residents and businesses.

Under the GEA, distributors are responsible for further augmenting these efforts and continuing their important role in the delivery of CDM programs to their electricity customers, providing them with the tools they need to conserve. Importantly, distributors will now have the flexibility to offer:

- Mandatory province-wide programs designed by LDCs in partnership with the OPA;
- Programs that LDCs are encouraged to collaborate with other LDCs to develop and deliver; and
- Unique local programs developed and delivered by individual LDCs.

The Ministerial Directive issued to the Ontario Energy Board (OEB) on March 31, 2010 requires the OEB to establish electricity CDM Targets (relating to consumption and peak demand) that electricity distributors will be required to meet as a condition of license. The Directive establishes two key CDM targets for LDCs to meet over a four-year period, beginning January 2011:

- The shaving of 1,330 megawatts of provincial peak; and
- 6,000 gigawatt hours of reduced electricity consumption (equivalent to taking approximately 150,000 to 200,000 homes off the grid).

Connecting and Building Clean Renewable Generation

Under the GEA, distributors can own and operate renewable projects up to 10 megawatts. They can also own and operate co-generation facilities and be involved in energy storage projects. Distributors are also required to connect qualified renewable generation projects in their communities through the Feed-in Tariff (FIT) and microFIT programs.

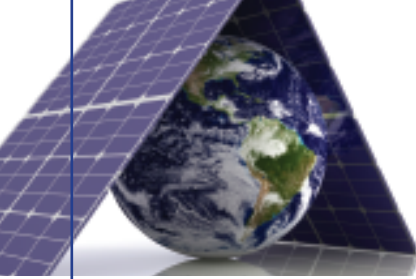
Feed-in Tariff and microFIT Program

Whether this means connecting a customer who wants to install solar panels on their roof or connecting larger renewable community wind and bio-mass projects, the distributor's role is a critical one.

This groundbreaking program was launched on October 1, 2009 and sets out standard rules, contracts, pricing, domestic content rules, and streamlines environmental and municipal approvals.

The microFIT program is intended to encourage development of micro-scale renewable energy projects under 10 kW. It's geared to homeowners, farmers, small business owners, institutions such as schools, and for small scale community cooperative projects. We expect that most of these projects will be rooftop solar installations, but they could also be small scale biogas, biomass, landfill gas, waterpower and wind projects as well.

There are a number of critical steps that must be taken by proponents in order to get their project connected and it's a process that requires a close working relationship with the local distributor.



Smart Meters and Smart Grids

Distributors remain the vital link between customers and the province's electricity system, just as they have for over a century in communities across Ontario. Not surprisingly, the distribution sector, with its expertise and experience in metering, has assumed a central role in implementing the provincial government's smart meter initiative - an initiative that will see the installation of smart meters in all residential homes and small businesses in Ontario by the end of 2010 and the transition to Time-of-Use tiered pricing by the summer of 2011.

The province's electricity distributors are the industry players responsible for purchasing, owning, and installing smart meters. Local distributors will also continue in their role as billing agents and will carry on their responsibilities as the operators and maintainers of the meters.

The smart meter initiative supports key aspects of the GEA legislation. Ultimately, it will play a critical role in helping the province achieve its conservation and demand management goals – providing both customers and distributors with the tools they need to engage in load shifting and electricity usage management. Additionally, it represents an initial step towards creating smart local grids - grids that will transmit user information freely between customers and distributors.

The development of a Smart Grid in Ontario is intended to harness advanced technologies, facilitate the connection of small-scale generators and allow for the two-way flow of information.

Smart grid technologies will modernize the electricity system in a way that we could only dream of two decades ago, including the development and integration of local smart distribution networks. A smart distribution grid will provide greater efficiency and will be invaluable in upgrading and effectively modernizing large segments of aging electricity infrastructure. As implementers of Ontario's smart metering initiative, the province's distributors have already taken the first steps towards the creation of the smart grid of the future. LDCs are expected to have significant responsibilities in smart grid development and implementation.

Electricity Distribution Rates

Electricity distribution rates are designed to cover the costs incurred by the local distributor to distribute electricity to individual homes and businesses within their service territory.

The Ontario Energy Board (OEB) reviews each rate application from the LDC independently and decides which costs it will allow distributors to recover in rates. Distribution rates are passed on to consumers on a cost recovery basis and include a regulated rate of return of up to 9.85% (actual returns may be less).

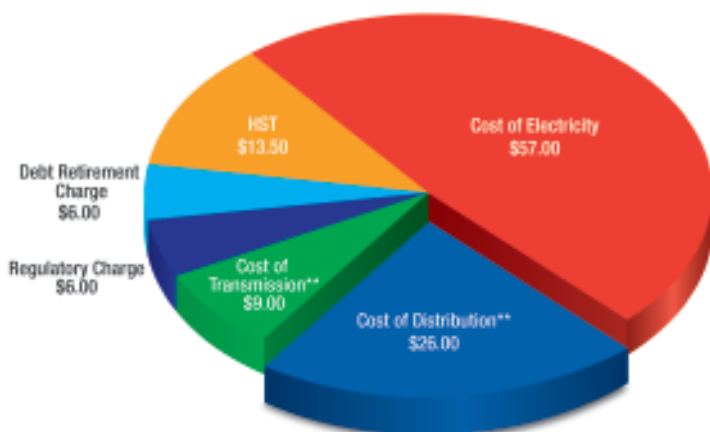
According to 2010 figures, distribution charges account for approximately 22% of a customer's electricity bill. The charge is included as part of the "Delivery" line item on the bill, which also includes transmission (accounting for approximately 8% of a customer's electricity bill).

Many consumers are not aware that local distribution companies are the billing agent for Ontario's electricity system and that they collect on behalf of all other electricity market participants and the government.

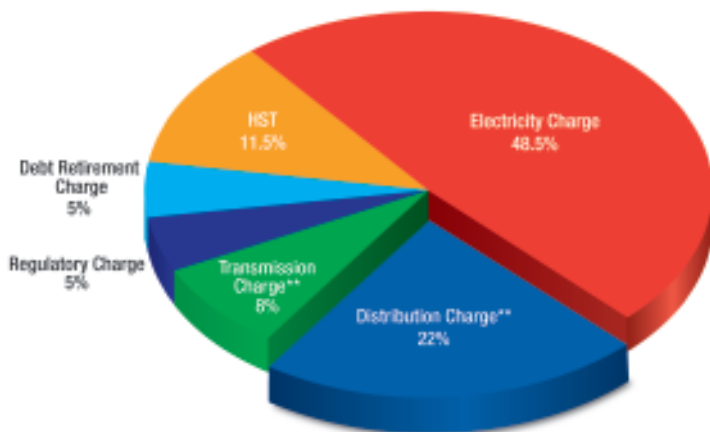
How does the Electricity Bill Breakdown?

Local distribution charges amount to about 22% of the average residential monthly bill based on use of 800 kWh (which represents \$26.00 on an average \$104.00 electricity bill, before HST). Local electricity distributors are responsible for collecting the other 78% of the bill that goes to pay for electricity generation, transmission costs, the regulatory and debt retirement charges, and the Harmonized Sales Tax.

Electricity Bill in Dollars for an Average Residential Customer
Using 800 kWh/month - July 2010*



Percentage Bill Breakdown of an Average Residential Customer
Using 800 kWh/month - July 2010*



Data is based on a provincial average.

* Based on an average monthly electricity bill of \$104.00, before HST. Represents an average residential customer on the Regulated Price Plan (RPP).

** Transmission and Distribution charges are combined and make up the delivery line on an electricity bill.

Cost Pressures on Electricity Prices

We are in the midst of a legislated market transformation to support the development of a “cleaner” energy system (closing coal plants, increasing renewable energy, increasing conservation practices). To support this transformation, electricity distributors are augmenting their conservation activities, implementing the government’s smart metering initiative and, in some cases, developing community-based renewable generation activities of their own. A cleaner energy system provides numerous societal and public health benefits.

In order to support this fundamental transformation, prices are rising. As a result, there are a number of pressure points on customers’ bills.

Regulated Price Plan (RPP) and the Harmonized Sales Tax (HST)

To date, the greatest pressure has been on the Regulated Price Plan (RPP) which is set by the Ontario Energy Board, and the Harmonized Sales Tax (HST) which came into effect on July 1, 2010 and is mandated by Revenue Canada. These two impacts alone are responsible for increases up to approximately 16% on a consumer electricity bill in 2010.

Global Adjustment (GA)

The Global Adjustment accounts for differences between the spot market price and the rates paid to regulated and contracted generators. As a result, its value may be positive or negative, depending on the fluctuation of the spot market. If the market price for electricity falls, the GA generally goes up, and vice-versa.

Primary factors contributing to the overall increase of the GA include: payments going to renewable generation projects, gas plants, as well as conservation and demand management programs; and, new contracts for existing generation, including support payments for fossil fuel plants and for existing hydro generation.

Conservation Assessment Charge

The Conservation Assessment Charge is not attributable to local distributors. It is a direct charge meant to recover costs for two Ministry of Energy electricity conservation programs. Ontario’s electricity distributors were required to recover the apportioned amount through a uniform provincial kWh charge to their local customers. The OEB has calculated the amount of the LDC assessment using a quotient of \$0.0003725/kWh, which represents a charge of approximately \$4 per annum for a typical residential customer.



Cost Pressures on Electricity Prices

Smart Meters and Time-of-Use Pricing

Based on an estimate, the cost of purchasing, installing the meters and setting up communication networks is approximately \$1 billion for the province.

However, smart meters and the transition to TOU pricing will provide consumers with the tools they need to better manage electricity usage and control costs. With TOU pricing, electricity prices vary, based on when it is used. That includes by time of day, by day of week (weekdays versus weekends), and by season (winter or summer). Customers can take action to manage their electricity bill by shifting some activities to lower-prices times of the day. Data analyzed to date from distributors whose customers have migrated to Time-of-Use (TOU) rates indicate that the switch to the new pricing regime has resulted in minimal/negligible bill increases.

Investments in Distribution Systems

Local distributors are responsible for delivering a safe and reliable supply of electricity in the communities they serve. Distributors build, operate and maintain essential electricity system infrastructure (poles, wires, transformers, etc.) that delivers power to our homes and businesses and helps to build sustainable communities where we live, work and play.

Ontario's electricity distributors will continue to make investments in the distribution system to ensure and enhance safety and reliability, support economic growth in the province, and provide the infrastructure necessary to ensure sustainable distribution systems into the future.

The majority of the increases on electricity bills are not however, related to distribution rates which account for approximately 22% of a customer's bill.

Ontario's Electricity System Players

Ontario Energy Board (OEB)

The Ontario Energy Board regulates the province's electricity and natural gas sectors in the public interest. Its mandate is determined by the provincial government, and is embodied in legislation and regulations. It serves as the electricity market regulator and also acts as a quasi-judicial decision-making tribunal, ensuring participants are in compliance with all of the laws and regulations that govern the electricity market.

Independent Electricity Market Operator (IESO)

The IESO balances the supply of and demand for electricity in Ontario and then directs its flow across the province's transmission lines. It works at the heart of Ontario's power system, connecting all participants - generators that produce electricity, transmitters that send it across the province, retailers that buy and sell it, industries and businesses that use it in large quantities and local distribution companies that deliver it to people's homes.

Ontario Power Authority (OPA)

The OPA is responsible for ensuring a reliable, sustainable supply of electricity for Ontario by focusing on planning the power system for the long term, leading and co-ordinating conservation initiatives across the province, ensuring development of needed generation resources and supporting the continued evolution of the electricity sector.

Electrical Safety Authority (ESA)

The ESA is an independent, not-for-profit corporation that is responsible under provincial law for public electrical safety in Ontario. The ESA promotes the safe use of electricity and provides a range of inspections and product approvals in accordance with safety codes.

Generators

Generators produce the power that we use. Approximately 70% of the electricity in the province is produced by Ontario Power Generation, a successor company to the former Ontario Hydro. Bruce Power runs the Bruce nuclear station, while other smaller generators are generally renewable and distributed generation (hydro, wind, solar, gas, etc.).

Transmitters

Hydro One, another successor company of the former Ontario Hydro, owns and operates most of the transmission lines in Ontario – a 29,000 km high-voltage transmission network. This is in addition to its role as the province's largest distributor that services over 1.3 million customers.

Local Electricity Distributors

The role of distributors is to take electricity from high-voltage transmission lines and safely provide it to homes and businesses, at an appropriate voltage, throughout the local distribution area. Distributors are the interface between customers and Ontario's electricity market.

Key Legislation

Energy Consumer Protection Act, 2010 (Bill 235) was created to impose additional protection for energy consumers and allow for greater energy conservation through smart metering of apartment buildings.

Green Energy and Green Economy Act, 2009 (GEA) (Bill 150) is seen as groundbreaking legislation designed to boost investment in renewable energy (including a Feed-in Tariff program), increase conservation efforts, create green jobs and provide the framework for sustainable economic growth in Ontario.

Energy Conservation Responsibility Act, 2006 (Bill 21) provides the framework for the government's commitment to install 800,000 smart meters in Ontario homes by 2007, and in all other homes and businesses by 2010.

Electricity Restructuring Act, 2004 (Bill 100) created the Ontario Power Authority to engage in long-term planning for Ontario's electricity system by, among other things, entering into contracts for new supply.

Ontario Energy Board (Electricity Pricing) Act, 2003 (Bill 4) - this law set the stage for changes to the price of electricity, the price of distribution of that electricity, and the creation of conservation programs.

Ontario Energy Board Consumer Protection and Governance Act, 2003 (Bill 23) established a new set of guiding principles for the Ontario Energy Board. Most notably, this Act established the OEB as a stand alone crown agency.

Electricity Pricing, Conservation and Supply Act, 2002 (Bill 210) - most significantly, this legislation froze the price of electricity at 4.3 cents per kWh for small volume (e.g. residential) and designated consumers (such as hospitals).

Reliable Energy and Consumer Protection Act, 2002 (Bill 58) - this Act amended the Electricity Act by, among other things, creating an "Energy Consumer's Bill of Rights", which sought to protect consumers from the unscrupulous business practices of some retailers.

Energy Competition Act, 1998 (Bill 35), enacted the Electricity Act and the Ontario Energy Board Act. This legislation set the legal framework for restructuring the old Ontario Hydro into successor companies, commercialization of the distribution industry, and the opening of the competitive wholesale market in electricity.



Contact Us

Electricity Distributors Association

3700 Steeles Avenue West
Suite 1100
Vaughan, ON L4L 8K8

Telephone: (905) 265-5300
Toll Free: 1-800-668-9979
E-mail: email@eda-on.ca

Visit our website at www.eda-on.ca

Ontario's electricity distributors are ready to lead the electricity sector towards a future that provides flexibility and value to customers through a modern and efficient grid that facilitates the development of environmentally sustainable communities. A 'smarter' distribution system will create a strong, reliable and sustainable electricity system that provides customers with greater choice.





Contact Us:

Electricity Distributors Association
3700 Steeles Avenue West
Suite 1100
Vaughan, ON L4L 8K8

Tel: (905) 265-5300
Toll Free: 1-800-668-9979
Fax: (905) 265-5301
E-mail: email@eda-on.ca

For more information visit our website at:

www.eda-on.ca