



Locate Delivery Performance

Start Date
 End Date

	Compliant	Non-Compliant	Non-Compliant No Response
Subtotal	333,932	27,362	16,171
	88.47%	7.25%	4.28%
Actionable Requests	377,465		

Member

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			45	10.30%	32	7.32%
C 11-15			33	7.55%		
D 16+			38	8.70%	28	6.41%
A 0-5	261	59.73%				
Subtotal	261	59.73%	116	26.54%	60	13.73%
Actionable Requests	437					

2390541 Ontario Inc.

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

2825784 Ontario Inc.

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

407 ETR Concession Company Limited

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	30.10%				
B 6-10			21	20.39%		
D 16+			4	3.88%	47	45.63%

Member

Subtotal	31	30.10%	25	24.27%	47	45.63%
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Actionable Requests	103					
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Acronym Solutions Formerly Hydro One Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	278	96.19%				
B 6-10			4	1.38%		
D 16+			1	0.35%	6	2.08%
Subtotal	278	96.19%	5	1.73%	6	2.08%

Actionable Requests	289					
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Adelaide Wind Limited Partnership

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests	1					
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Adelaide-Metcalf, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	5.88%				
D 16+			9	17.65%	31	60.78%
B 6-10			3	5.88%		
C 11-15			5	9.80%		
Subtotal	3	5.88%	17	33.33%	31	60.78%

Actionable Requests	51					
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Adjala-Tosorontio, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	19	95.00%				
D 16+					1	5.00%
Subtotal	19	95.00%	0		1	5.00%

Actionable Requests	20					
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Agilis

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	83	76.15%				

Member

B 6-10			6	5.50%		
D 16+					20	18.35%
Subtotal	83	76.15%	6	5.50%	20	18.35%

Actionable Requests 109

AIM SOP Phase I LP

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests 1

Air Liquide Canada

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	13	92.86%				
D 16+					1	7.14%
Subtotal	13	92.86%	0		1	7.14%

Actionable Requests 14

Air Products Canada

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	

Actionable Requests 4

Ajax, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			2	0.29%	38	5.44%
C 11-15			11	1.57%		
B 6-10			52	7.44%		
A 0-5	596	85.26%				
Subtotal	596	85.26%	65	9.30%	38	5.44%

Actionable Requests 699

Alectra Brampton

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			6	0.43%		
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Member

C 11-15			1	0.07%		
D 16+			4	0.28%		
A 0-5	1,397	99.22%				
Subtotal	1397	99.22%	11	0.78%	0	

Actionable Requests 1408

Alectra Mississauga (Formerly Enersource)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			180	7.19%	8	0.32%
C 11-15			53	2.12%	21	0.84%
A 0-5	2,134	85.19%				
D 16+			25	1.00%	84	3.35%
Subtotal	2134	85.19%	258	10.30%	113	4.51%

Actionable Requests 2505

Alectra Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	784	95.96%				
B 6-10			16	1.96%		
C 11-15			2	0.24%	4	0.49%
D 16+			5	0.61%	6	0.73%
Subtotal	784	95.96%	23	2.82%	10	1.22%

Actionable Requests 817

Alectra Utilities - Hamilton Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,708	96.23%				
D 16+			37	1.31%	17	0.60%
B 6-10			41	1.46%		
C 11-15			11	0.39%		
Subtotal	2708	96.23%	89	3.16%	17	0.60%

Actionable Requests 2814

Alectra Utilities - St Catharines Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	692	99.14%				
B 6-10			5	0.72%		
D 16+			1	0.14%		
Subtotal	692	99.14%	6	0.86%	0	

Actionable Requests 698

Alectra Utilities (Formerly Powerstream)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	4,050	96.45%	
B 6-10			121
C 11-15			14
D 16+			3
Subtotal	4050	96.45%	138

Actionable Requests 4199

Alfred and Plantagenet, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	62	96.88%	
D 16+			2
Subtotal	62	96.88%	2

Actionable Requests 64

Algoma Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	90	100.00%	
Subtotal	90	100.00%	0

Actionable Requests 90

Algonquin College

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	10	100.00%	
Subtotal	10	100.00%	0

Actionable Requests 10

Algonquin Fiber

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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Member

A 0-5	4	33.33%				
D 16+					8	66.67%
Subtotal	4	33.33%	0		8	66.67%

Actionable Requests 12

Algonquin Highlands, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests 1

Alpine Ski Club

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			1	100.00%		
Subtotal	0		1	100.00%	0	

Actionable Requests 1

Amaranth, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	

Actionable Requests 3

Amherstburg, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	211	88.28%				
B 6-10			28	11.72%		
Subtotal	211	88.28%	28	11.72%	0	

Actionable Requests 239

Apotex

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	2	66.67%				
B 6-10			1	33.33%		

Member

Subtotal	2	66.67%	1	33.33%	0	
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Actionable Requests	3					
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Arlanxeo Canada Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	4	100.00%				
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Subtotal	4	100.00%	0		0	
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Actionable Requests	4					
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Armow Wind Ontario LP

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	1	33.33%				
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B 6-10			2	66.67%		
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Subtotal	1	33.33%	2	66.67%	0	
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Actionable Requests	3					
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Armstrong LSB

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					2	100.00%
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Subtotal	0		0		2	100.00%
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Actionable Requests	2					
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Armstrong, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					4	100.00%
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Subtotal	0		0		4	100.00%
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Actionable Requests	4					
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Arnprior, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	42	51.85%				
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D 16+			1	1.23%	3	3.70%
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B 6-10			31	38.27%		
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C 11-15			4	4.94%		
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Member

Subtotal	42	51.85%	36	44.44%	3	3.70%
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Actionable Requests	81					
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Arran-Elderslie, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	75	75.76%				
B 6-10			16	16.16%		
D 16+			1	1.01%	7	7.07%
Subtotal	75	75.76%	17	17.17%	7	7.07%

Actionable Requests	99					
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Ashfield-Colborne-Wawanosh, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	12	46.15%				
D 16+					14	53.85%
Subtotal	12	46.15%	0		14	53.85%

Actionable Requests	26					
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Asphodel-Norwood, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	19	70.37%				
B 6-10			2	7.41%		
C 11-15			1	3.70%		
D 16+					5	18.52%
Subtotal	19	70.37%	3	11.11%	5	18.52%

Actionable Requests	27					
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Astrocom Cable

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	22	100.00%				
Subtotal	22	100.00%	0		0	

Actionable Requests	22					
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Athens, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					4	100.00%
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Member

Subtotal	0		0		4	100.00%
Actionable Requests	4					

Atikokan Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	14	100.00%	
Subtotal	14	100.00%	0
Actionable Requests	14		

Atikokan, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	17	100.00%	
Subtotal	17	100.00%	0
Actionable Requests	17		

Atlantic Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			2
Subtotal	0	0	2
Actionable Requests	2		

Atura Power formerly TC Energy

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	3	100.00%	
Subtotal	3	100.00%	0
Actionable Requests	3		

Augusta, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1
Subtotal	0	0	1
Actionable Requests	1		

Aurora, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	364	96.30%	

Member

B 6-10			2	0.53%		
C 11-15			1	0.26%		
D 16+			1	0.26%	10	2.65%
Subtotal	364	96.30%	4	1.06%	10	2.65%

Actionable Requests 378

Avetria Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	5.13%				
C 11-15			1	2.56%		
D 16+			1	2.56%	35	89.74%
Subtotal	2	5.13%	2	5.13%	35	89.74%

Actionable Requests 39

Aylmer Area Secondary Water Supply

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	

Actionable Requests 4

Aylmer, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	26	96.30%				
B 6-10			1	3.70%		
Subtotal	26	96.30%	1	3.70%	0	

Actionable Requests 27

Bancroft, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	90.91%				
C 11-15			1	4.55%		
D 16+			1	4.55%		
Subtotal	20	90.91%	2	9.09%	0	

Actionable Requests 22

Member

Barrie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	697	91.47%				
B 6-10			48	6.30%		
C 11-15			1	0.13%		
D 16+			2	0.26%	14	1.84%
Subtotal	697	91.47%	51	6.69%	14	1.84%
Actionable Requests	762					

Bay Power Corp

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	100.00%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Bayham, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	26	100.00%				
Subtotal	26	100.00%	0		0	
Actionable Requests	26					

Bayview Explorations Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Beanfield Technologies (Formerly Aptum)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	701	68.59%				
B 6-10			121	11.84%		
C 11-15			12	1.17%		
D 16+			4	0.39%	184	18.00%
Subtotal	701	68.59%	137	13.41%	184	18.00%
Actionable Requests	1022					

Member

Beanfield Technologies Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			7	1.33%		
B 6-10			69	13.12%		
A 0-5	320	60.84%				
D 16+					130	24.71%
Subtotal	320	60.84%	76	14.45%	130	24.71%
Actionable Requests	526					

Bell Aliant

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11,314	91.71%				
B 6-10			528	4.28%	72	0.58%
C 11-15			171	1.39%	4	0.03%
D 16+			155	1.26%	93	0.75%
Subtotal	11314	91.71%	854	6.92%	169	1.37%
Actionable Requests	12337					

Bell Canada (Southern & Central Ontario)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	55,749	90.10%				
B 6-10			2172	3.51%	127	0.21%
C 11-15			745	1.20%	52	0.08%
D 16+			622	1.01%	2407	3.89%
Subtotal	55749	90.10%	3539	5.72%	2586	4.18%
Actionable Requests	61874					

Belleville, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	305	100.00%				
Subtotal	305	100.00%	0		0	
Actionable Requests	305					

Billings, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

D 16+			1	100.00%		
Subtotal	0		1	100.00%	0	

Actionable Requests 1

Birch Hill Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	98	95.15%				
B 6-10			5	4.85%		
Subtotal	98	95.15%	5	4.85%	0	

Actionable Requests 103

Blackriver-Matheson, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	37.50%				
B 6-10			4	50.00%		
D 16+					1	12.50%
Subtotal	3	37.50%	4	50.00%	1	12.50%

Actionable Requests 8

Blandford-Blenheim, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	100.00%				
Subtotal	20	100.00%	0		0	

Actionable Requests 20

Blind River, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	19	70.37%				
B 6-10			4	14.81%		
C 11-15			1	3.70%		
D 16+					3	11.11%
Subtotal	19	70.37%	5	18.52%	3	11.11%

Actionable Requests 27

Blue Mountain Resorts LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	11	84.62%				
B 6-10			1	7.69%		
D 16+					1	7.69%
Subtotal	11	84.62%	1	7.69%	1	7.69%

Actionable Requests 13

Blue Mountain Village Association

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests 1

Blue Mountains, The Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	151	99.34%				
B 6-10			1	0.66%		
Subtotal	151	99.34%	1	0.66%	0	

Actionable Requests 152

Bluewater Power

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	806	93.94%				
D 16+			2	0.23%	4	0.47%
C 11-15			7	0.82%		
B 6-10			39	4.55%		
Subtotal	806	93.94%	48	5.59%	4	0.47%

Actionable Requests 858

Bluewater Regional Networks Fibre

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	42	95.45%				
B 6-10			2	4.55%		
Subtotal	42	95.45%	2	4.55%	0	

Actionable Requests 44

Member

BlueWater Wind Farm - Varna (NEE)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Bluewater, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	82	97.62%				
D 16+			1	1.19%	1	1.19%
Subtotal	82	97.62%	1	1.19%	1	1.19%
Actionable Requests	84					

Boem Berry Farms Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	
Actionable Requests	4					

Bonnechere Valley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	83.33%				
D 16+					1	16.67%
Subtotal	5	83.33%	0		1	16.67%
Actionable Requests	6					

Bracebridge, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	94.34%				
B 6-10			1	1.89%		
D 16+					2	3.77%
Subtotal	50	94.34%	1	1.89%	2	3.77%
Actionable Requests	53					

Bradford West Gwillimbury

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	341	99.42%				
B 6-10			2	0.58%		
Subtotal	341	99.42%	2	0.58%	0	

Actionable Requests

343

Brampton, City of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B 6-10			27	2.42%		
C 11-15			15	1.34%	1	0.09%
D 16+			3	0.27%	3	0.27%
A 0-5	1,067	95.61%				
Subtotal	1067	95.61%	45	4.03%	4	0.36%

Actionable Requests

1116

Brampton, City of (Storm Sewer)

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	244	93.49%				
B 6-10			8	3.07%		
C 11-15			8	3.07%		
D 16+			1	0.38%		
Subtotal	244	93.49%	17	6.51%	0	

Actionable Requests

261

Brant County

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	233	85.04%				
B 6-10			17	6.20%		
C 11-15			5	1.82%		
D 16+			2	0.73%	17	6.20%
Subtotal	233	85.04%	24	8.76%	17	6.20%

Actionable Requests

274

Brant, County of - Fibre

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	1	16.67%				
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Member

D 16+					5	83.33%
Subtotal	1	16.67%	0		5	83.33%

Actionable Requests

6

Brantford, City of - Sewer Water Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	237	95.18%				
B 6-10			6	2.41%		
C 11-15			1	0.40%		
D 16+			1	0.40%	4	1.61%
Subtotal	237	95.18%	8	3.21%	4	1.61%

Actionable Requests

249

Brantford, City of - Streetlights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	332	96.79%				
B 6-10			5	1.46%		
C 11-15			2	0.58%		
D 16+					4	1.17%
Subtotal	332	96.79%	7	2.04%	4	1.17%

Actionable Requests

343

Brantford, City of - Traffic Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	90.74%				
B 6-10			2	3.70%		
C 11-15			2	3.70%		
D 16+					1	1.85%
Subtotal	49	90.74%	4	7.41%	1	1.85%

Actionable Requests

54

Brighton, Municipality of (Public Works)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	13.51%				
D 16+			13	8.78%	11	7.43%

Member

B 6-10			90	60.81%		
C 11-15			14	9.46%		
Subtotal	20	13.51%	117	79.05%	11	7.43%

Actionable Requests 148

Brighton, Municipality of (Water & Sewer)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	20	18.02%	
B 6-10		64	57.66%
C 11-15		12	10.81%
D 16+		11	9.91%
Subtotal	20	18.02%	87
		78.38%	4
			4
			3.60%

Actionable Requests 111

Brock University

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	4	100.00%	
Subtotal	4	100.00%	0
			0

Actionable Requests 4

Brock, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	33	73.33%	
B 6-10		9	20.00%
D 16+			3
Subtotal	33	73.33%	9
		20.00%	3
			6.67%

Actionable Requests 45

Brockton, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	37	92.50%	
D 16+			3
Subtotal	37	92.50%	0
			3
			7.50%

Actionable Requests 40

Member

Brockville, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			5	2.55%		
C 11-15			4	2.04%		
D 16+			12	6.12%	5	2.55%
A 0-5	170	86.73%				
Subtotal	170	86.73%	21	10.71%	5	2.55%
Actionable Requests	196					

Brooke Alvinston

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	34	97.14%				
C 11-15			1	2.86%		
Subtotal	34	97.14%	1	2.86%	0	
Actionable Requests	35					

Brooke Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	187	89.47%				
B 6-10			4	1.91%		
D 16+					18	8.61%
Subtotal	187	89.47%	4	1.91%	18	8.61%
Actionable Requests	209					

Bruce County Transportation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	152	100.00%				
Subtotal	152	100.00%	0		0	
Actionable Requests	152					

Bruce Mines, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Member

Bruce Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Bruce Street Technologies Limited

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	90.91%				
B 6-10			2	9.09%		
Subtotal	20	90.91%	2	9.09%	0	
Actionable Requests	22					

Bruce Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			36	7.63%		
D 16+			27	5.72%	2	0.42%
A 0-5	245	51.91%				
B 6-10			162	34.32%		
Subtotal	245	51.91%	225	47.67%	2	0.42%
Actionable Requests	472					

Burk's Falls, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	16.67%
A 0-5	10	83.33%				
Subtotal	10	83.33%	0		2	16.67%
Actionable Requests	12					

Burlington Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	0.11%	17	0.95%
A 0-5	1,709	95.64%				
B 6-10			46	2.57%	3	0.17%
C 11-15			10	0.56%		

Member

Subtotal	1709	95.64%	58	3.25%	20	1.12%
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Actionable Requests	1787					
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Burlington, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			5	0.40%	1	0.08%
A 0-5	1,239	99.04%				
B 6-10			6	0.48%		
Subtotal	1239	99.04%	11	0.88%	1	0.08%

Actionable Requests	1251					
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Cable Cable

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	12	5.66%				
B 6-10			15	7.08%		
C 11-15			18	8.49%		
D 16+			42	19.81%	125	58.96%
Subtotal	12	5.66%	75	35.38%	125	58.96%

Actionable Requests	212					
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Caledon, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	349	92.08%				
B 6-10			29	7.65%		
D 16+					1	0.26%
Subtotal	349	92.08%	29	7.65%	1	0.26%

Actionable Requests	379					
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Callander, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	10	76.92%				
B 6-10			3	23.08%		
Subtotal	10	76.92%	3	23.08%	0	

Actionable Requests	13					
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Member

Cambridge, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	678	99.41%				
B 6-10			1	0.15%		
D 16+			1	0.15%	2	0.29%
Subtotal	678	99.41%	2	0.29%	2	0.29%
Actionable Requests	682					

Cameron Petroleum

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	100.00%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Campbellford Memorial Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Canadian Niagara Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	459	95.63%				
B 6-10			9	1.88%		
C 11-15			6	1.25%		
D 16+			2	0.42%	4	0.83%
Subtotal	459	95.63%	17	3.54%	4	0.83%
Actionable Requests	480					

Canadian Nuclear Laboratories

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					169	100.00%
Subtotal	0		0		169	100.00%
Actionable Requests	169					

Member

Cardinal Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	100.00%				
Subtotal	7	100.00%	0		0	
Actionable Requests	7					

Carleton Place, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	140	100.00%				
Subtotal	140	100.00%	0		0	
Actionable Requests	140					

Cascara Energy - Formerly Guelph Municipal Holdings

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	100.00%				
Subtotal	6	100.00%	0		0	
Actionable Requests	6					

Casselman, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	28	84.85%				
B 6-10			3	9.09%		
C 11-15			2	6.06%		
Subtotal	28	84.85%	5	15.15%	0	
Actionable Requests	33					

Cavan Monaghan, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	83.33%				
D 16+					1	16.67%
Subtotal	5	83.33%	0		1	16.67%
Actionable Requests	6					

Celerity Telecom Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	14.29%				

Member

B 6-10			3	42.86%		
C 11-15			2	28.57%		
D 16+					1	14.29%
Subtotal	1	14.29%	5	71.43%	1	14.29%

Actionable Requests 7

Centennial College

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests 1

Centra Transmission Holdings Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	9	100.00%				
Subtotal	9	100.00%	0		0	

Actionable Requests 9

Central Elgin, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					4	3.08%
A 0-5	93	71.54%				
B 6-10			29	22.31%		
C 11-15			4	3.08%		
Subtotal	93	71.54%	33	25.38%	4	3.08%

Actionable Requests 130

Central Frontenac Township

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	

Actionable Requests 2

Central Huron, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	43	89.58%				
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Member

B 6-10			4	8.33%		
C 11-15			1	2.08%		
Subtotal	43	89.58%	5	10.42%	0	

Actionable Requests 48

Centre Hastings, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	7	100.00%				
Subtotal	7	100.00%	0		0	

Actionable Requests 7

Centre Wellington Communications

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	19	90.48%				
D 16+			2	9.52%		
Subtotal	19	90.48%	2	9.52%	0	

Actionable Requests 21

Centre Wellington Hydro

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	107	100.00%				
Subtotal	107	100.00%	0		0	

Actionable Requests 107

Centre Wellington Township

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	97	53.01%				
B 6-10			82	44.81%		
C 11-15			4	2.19%		
Subtotal	97	53.01%	86	46.99%	0	

Actionable Requests 183

Century Link

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	536	98.17%				
B 6-10			4	0.73%		

Member

D 16+			1	0.18%	5	0.92%
Subtotal	536	98.17%	5	0.92%	5	0.92%

Actionable Requests 546

Champion Pipeline Corp

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	2	100.00%	
Subtotal	2	100.00%	0

Actionable Requests 2

Champlain, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	46	70.77%	
B 6-10			6
D 16+			13
Subtotal	46	70.77%	6

Actionable Requests 65

Chapleau Public Utilities

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	15	100.00%	
Subtotal	15	100.00%	0

Actionable Requests 15

Chapleau, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	12	100.00%	
Subtotal	12	100.00%	0

Actionable Requests 12

Charlton and Dack

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		3	100.00%
Subtotal	0	3	100.00%

Actionable Requests 3

Member

Chatham Kent Health Alliance

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Chatham Kent PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	560	95.56%				
B 6-10			25	4.27%		
C 11-15			1	0.17%		
Subtotal	560	95.56%	26	4.44%	0	
Actionable Requests	586					

Chatham Kent Ridgetown Division

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			3	8.33%		
B 6-10			13	36.11%		
A 0-5	20	55.56%				
Subtotal	20	55.56%	16	44.44%	0	
Actionable Requests	36					

Chatham Resources

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			3	15.00%		
C 11-15			3	15.00%		
A 0-5	14	70.00%				
Subtotal	14	70.00%	6	30.00%	0	
Actionable Requests	20					

Chatham-Kent Engineering and Transportation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	8.70%				
B 6-10			3	13.04%		
D 16+			1	4.35%	17	73.91%

Member

Subtotal	2	8.70%	4	17.39%	17	73.91%
Actionable Requests	23					

Chatsworth, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	8.82%				
D 16+			31	91.18%		
Subtotal	3	8.82%	31	91.18%	0	
Actionable Requests	34					

Chippewas of Kettle & Stony Point

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					16	100.00%
Subtotal	0		0		16	100.00%
Actionable Requests	16					

Chippewas of Rama

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					13	100.00%
Subtotal	0		0		13	100.00%
Actionable Requests	13					

CIK Telecom Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	121	99.18%				
B 6-10			1	0.82%		
Subtotal	121	99.18%	1	0.82%	0	
Actionable Requests	122					

CKPW Chatham Township Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	32	94.12%				
B 6-10			2	5.88%		
Subtotal	32	94.12%	2	5.88%	0	
Actionable Requests	34					

Member

CKPW Chatham Water Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	99	100.00%				
Subtotal	99	100.00%	0		0	
Actionable Requests	99					

CKPW Dover Township Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	78.26%				
B 6-10			5	21.74%		
Subtotal	18	78.26%	5	21.74%	0	
Actionable Requests	23					

CKPW Kent Centre Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	45	91.84%				
B 6-10			3	6.12%		
D 16+			1	2.04%		
Subtotal	45	91.84%	4	8.16%	0	
Actionable Requests	49					

CKPW Raleigh Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	33	100.00%				
Subtotal	33	100.00%	0		0	
Actionable Requests	33					

CKPW Thamesville Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	90.91%				
B 6-10			1	9.09%		
Subtotal	10	90.91%	1	9.09%	0	
Actionable Requests	11					

CKPW Tilbury East Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	41	97.62%				
B 6-10			1	2.38%		
Subtotal	41	97.62%	1	2.38%	0	

Actionable Requests 42

CKPW Wallaceburg Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			4	16.67%	1	4.17%
A 0-5	14	58.33%				
C 11-15			5	20.83%		
Subtotal	14	58.33%	9	37.50%	1	4.17%

Actionable Requests 24

Clarence-Rockland, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	0.67%		
A 0-5	149	99.33%				
Subtotal	149	99.33%	1	0.67%	0	

Actionable Requests 150

Clarington, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	177	100.00%				
Subtotal	177	100.00%	0		0	

Actionable Requests 177

Clearbeach Resources Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	84.62%				
B 6-10			1	7.69%		
D 16+			1	7.69%		
Subtotal	11	84.62%	2	15.38%	0	

Actionable Requests 13

Clearford

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

A 0-5	5	100.00%				
Subtotal	5	100.00%	0		0	

Actionable Requests

5

Clearview, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	94	69.12%	
B 6-10			29
C 11-15			1
D 16+			12
Subtotal	94	69.12%	30

Actionable Requests

136

Cobalt, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	3	75.00%	
D 16+			1
Subtotal	3	75.00%	1

Actionable Requests

4

Cobourg, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		15	9.68%
C 11-15		63	40.65%
A 0-5	66	42.58%	
D 16+		3	1.94%
Subtotal	66	42.58%	81

Actionable Requests

155

Cochrane Telecom Services

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	31	59.62%	
B 6-10		17	32.69%
C 11-15		2	3.85%
D 16+			2

Member

Subtotal	31	59.62%	19	36.54%	2	3.85%
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Actionable Requests	52					
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Cochrane, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	13	37.14%				
B 6-10			1	2.86%		
D 16+					21	60.00%
Subtotal	13	37.14%	1	2.86%	21	60.00%

Actionable Requests	35					
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Cogeco Connexion (CBT1)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,367	83.81%				
B 6-10			196	12.02%	1	0.06%
C 11-15			30	1.84%		
D 16+			18	1.10%	19	1.16%
Subtotal	1367	83.81%	244	14.96%	20	1.23%

Actionable Requests	1631					
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Cogeco Connexion (COGOW01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	146	89.57%				
D 16+			5	3.07%	1	0.61%
C 11-15			5	3.07%		
B 6-10			6	3.68%		
Subtotal	146	89.57%	16	9.82%	1	0.61%

Actionable Requests	163					
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Cogeco Connexion (CPVS1)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,650	95.05%				
B 6-10			39	2.25%		
C 11-15			9	0.52%	1	0.06%
D 16+			9	0.52%	28	1.61%

Member

Subtotal	1650	95.05%	57	3.28%	29	1.67%
Actionable Requests	1736					

Cogeco Connexion (CPVS2)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			86	6.83%		
C 11-15			28	2.22%		
A 0-5	1,096	87.05%				
D 16+			16	1.27%	33	2.62%
Subtotal	1096	87.05%	130	10.33%	33	2.62%
Actionable Requests	1259					

Cogeco Connexion (Eastern & Northern)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			4	0.16%	21	0.83%
A 0-5	2,432	96.51%				
B 6-10			30	1.19%	27	1.07%
C 11-15			6	0.24%		
Subtotal	2432	96.51%	40	1.59%	48	1.90%
Actionable Requests	2520					

Cogeco Connexion (Windsor & Sarnia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			14	0.63%	10	0.45%
C 11-15			16	0.72%	1	0.05%
A 0-5	2,058	92.70%				
B 6-10			120	5.41%	1	0.05%
Subtotal	2058	92.70%	150	6.76%	12	0.54%
Actionable Requests	2220					

Coleman, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Member

Collingwood Public Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	314	83.51%				
B 6-10			49	13.03%		
D 16+					13	3.46%
Subtotal	314	83.51%	49	13.03%	13	3.46%
Actionable Requests	376					

Comber Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					6	100.00%
Subtotal	0		0		6	100.00%
Actionable Requests	6					

Communicate Freely

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	59	96.72%				
B 6-10			2	3.28%		
Subtotal	59	96.72%	2	3.28%	0	
Actionable Requests	61					

Connect The Dots Fibre Communications Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			8	4.08%	6	3.06%
A 0-5	24	12.24%				
B 6-10			57	29.08%		
C 11-15			101	51.53%		
Subtotal	24	12.24%	166	84.69%	6	3.06%
Actionable Requests	196					

Cornwall Electric

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	389	100.00%				
Subtotal	389	100.00%	0		0	
Actionable Requests	389					

Member

Cornwall, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	0.88%		
A 0-5	112	99.12%				
Subtotal	112	99.12%	1	0.88%	0	
Actionable Requests	113					

Cornwall, City of (Water & Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	221	89.11%				
B 6-10			10	4.03%		
D 16+					17	6.85%
Subtotal	221	89.11%	10	4.03%	17	6.85%
Actionable Requests	248					

Craigleith Ski Club

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	50.00%				
B 6-10			1	50.00%		
Subtotal	1	50.00%	1	50.00%	0	
Actionable Requests	2					

Cramahe Township - Colborne Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					22	100.00%
Subtotal	0		0		22	100.00%
Actionable Requests	22					

Cramahe, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	25	73.53%				
B 6-10			7	20.59%		
D 16+					2	5.88%
Subtotal	25	73.53%	7	20.59%	2	5.88%
Actionable Requests	34					

Member

CTV

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Dawn-Euphemia, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	67	85.90%				
D 16+					3	3.85%
B 6-10			6	7.69%		
C 11-15			2	2.56%		
Subtotal	67	85.90%	8	10.26%	3	3.85%
Actionable Requests	78					

DBI Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	62.50%				
B 6-10			3	37.50%		
Subtotal	5	62.50%	3	37.50%	0	
Actionable Requests	8					

Deep River, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	11.11%				
D 16+					32	88.89%
Subtotal	4	11.11%	0		32	88.89%
Actionable Requests	36					

Deseronto, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					11	100.00%
Subtotal	0		0		11	100.00%
Actionable Requests	11					

Member

Dofasco (ArcelorMittal)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	12.50%				
B 6-10			5	62.50%		
C 11-15			1	12.50%		
D 16+					1	12.50%
Subtotal	1	12.50%	6	75.00%	1	12.50%
Actionable Requests	8					

Dotto One

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Douro-Dummer, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Dover Coast

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Dow Chemical Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Dryden, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	98.00%				

Member

D 16+					1	2.00%
Subtotal	49	98.00%	0		1	2.00%

Actionable Requests 50

Dubreuilville, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1
Subtotal	0	0	1

Actionable Requests 1

Dufferin County

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	47	97.92%	
D 16+			1
Subtotal	47	97.92%	1

Actionable Requests 48

Dufferin Wind Power Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	14	93.33%	
D 16+			1
Subtotal	14	93.33%	1

Actionable Requests 15

Dufferin-Peel Catholic District School Board

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1
Subtotal	0	0	1

Actionable Requests 1

Durham, Region of - Traffic Signals

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	403	88.57%	
B 6-10		51	11.21%
D 16+			1

Member

Subtotal	403	88.57%	51	11.21%	1	0.22%
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Actionable Requests	455					
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Durham, Region of (Water & Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			9	0.69%		
D 16+			2	0.15%	4	0.31%
A 0-5	1,280	98.84%				
Subtotal	1280	98.84%	11	0.85%	4	0.31%

Actionable Requests	1295					
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Dutton-Dunwich, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			13	54.17%		
A 0-5	11	45.83%				
Subtotal	11	45.83%	13	54.17%	0	

Actionable Requests	24					
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Dysart et al, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					4	100.00%
Subtotal	0		0		4	100.00%

Actionable Requests	4					
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E L K Energy Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	36	21.30%				
B 6-10			94	55.62%		
C 11-15			39	23.08%		
Subtotal	36	21.30%	133	78.70%	0	

Actionable Requests	169					
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Ear Falls, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					9	100.00%
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Member

Subtotal	0		0		9	100.00%
Actionable Requests	9					

East Garafraxa, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

East Gwillimbury, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	160	42.90%				
B 6-10			3	0.80%		
C 11-15			5	1.34%		
D 16+					205	54.96%
Subtotal	160	42.90%	8	2.14%	205	54.96%
Actionable Requests	373					

East Hawkesbury, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%
Actionable Requests	4					

East Lake St Clair Wind Farm LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	75.00%				
B 6-10			1	25.00%		
Subtotal	3	75.00%	1	25.00%	0	
Actionable Requests	4					

East Zorra Tavistock, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	102	100.00%				

Member

Subtotal	102	100.00%	0		0	
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Actionable Requests	102					
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Eastern Ontario Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	67	91.78%				
B 6-10			5	6.85%		
C 11-15			1	1.37%		
Subtotal	67	91.78%	6	8.22%	0	

Actionable Requests	73					
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Eastern Power Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	

Actionable Requests	2					
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Eastlink

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,047	75.31%				
B 6-10			287	10.56%		
C 11-15			36	1.32%		
D 16+			25	0.92%	323	11.88%
Subtotal	2047	75.31%	348	12.80%	323	11.88%

Actionable Requests	2718					
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ED Smith Foods

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	13	100.00%				
Subtotal	13	100.00%	0		0	

Actionable Requests	13					
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Edwardsburgh-Cardinal, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	3.57%
A 0-5	25	89.29%				

Member

B 6-10			2	7.14%		
Subtotal	25	89.29%	2	7.14%	1	3.57%

Actionable Requests

28

EHtel Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					11	5.98%
A 0-5	171	92.93%				
B 6-10			2	1.09%		
Subtotal	171	92.93%	2	1.09%	11	5.98%

Actionable Requests

184

Elexicon Energy Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,877	87.96%				
B 6-10			157	7.36%	38	1.78%
C 11-15			33	1.55%	2	0.09%
D 16+			17	0.80%	10	0.47%
Subtotal	1877	87.96%	207	9.70%	50	2.34%

Actionable Requests

2134

Elgin Area Primary Water Supply

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	100.00%				
Subtotal	12	100.00%	0		0	

Actionable Requests

12

Elgin, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	83.33%				
B 6-10			1	16.67%		
Subtotal	5	83.33%	1	16.67%	0	

Actionable Requests

6

Elliot Lake, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	60	84.51%				
B 6-10			6	8.45%		
C 11-15			2	2.82%		
D 16+					3	4.23%
Subtotal	60	84.51%	8	11.27%	3	4.23%

Actionable Requests 71

Emerald Energy from Waste Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			4 100.00%
Subtotal	0	0	4 100.00%

Actionable Requests 4

Emo, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			2 33.33%
A 0-5	4 66.67%		
Subtotal	4 66.67%	0	2 33.33%

Actionable Requests 6

Enbridge Gas (Legacy Union Gas)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	27,342 95.21%		
B 6-10		625 2.18%	101 0.35%
C 11-15		205 0.71%	22 0.08%
D 16+		141 0.49%	283 0.99%
Subtotal	27342 95.21%	971 3.38%	406 1.41%

Actionable Requests 28719

Enbridge Gas Distribution

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	33,152 87.28%		
B 6-10		1184 3.12%	39 0.10%
C 11-15		250 0.66%	29 0.08%
D 16+		167 0.44%	3161 8.32%

Member

Subtotal	33152	87.28%	1601	4.22%	3229	8.50%
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Actionable Requests	37982					
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Enbridge Gas Distribution - Vital Mains

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			17	1.44%	18	1.53%
A 0-5	1,066	90.42%				
B 6-10			49	4.16%	4	0.34%
C 11-15			25	2.12%		
Subtotal	1066	90.42%	91	7.72%	22	1.87%

Actionable Requests	1179					
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Enbridge Gas Distribution (Gas Storage)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	100.00%				
Subtotal	22	100.00%	0		0	

Actionable Requests	22					
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Enbridge Gas Storage and Transmission (Legacy Union Gas)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			3	1.40%		
D 16+					2	0.93%
A 0-5	210	97.67%				
Subtotal	210	97.67%	3	1.40%	2	0.93%

Actionable Requests	215					
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Enbridge NEB Mains

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	90.91%				
B 6-10			2	3.64%		
C 11-15			3	5.45%		
Subtotal	50	90.91%	5	9.09%	0	

Actionable Requests	55					
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Enbridge Pipelines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	820	91.21%				
B 6-10			28	3.11%		
C 11-15			8	0.89%		
D 16+			17	1.89%	26	2.89%
Subtotal	820	91.21%	53	5.90%	26	2.89%

Actionable Requests 899

Enbridge Wind Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	2	40.00%	
D 16+			3
Subtotal	2	40.00%	3

Actionable Requests 5

Englehart, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1
B 6-10		3	30.00%
A 0-5	6	60.00%	
Subtotal	6	60.00%	3

Actionable Requests 10

Enniskillen, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		1	0.82%
A 0-5	121	99.18%	
Subtotal	121	99.18%	1

Actionable Requests 122

Enova Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	2,165	93.08%	
B 6-10			122
C 11-15			11
D 16+			17

Member

Subtotal	2165	93.08%	150	6.45%	11	0.47%
Actionable Requests	2326					

Entegrus

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	729	94.31%				
B 6-10			24	3.10%	1	0.13%
D 16+					19	2.46%
Subtotal	729	94.31%	24	3.10%	20	2.59%
Actionable Requests	773					

Entegrus Powerlines Inc – St. Thomas

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	0.99%
A 0-5	191	94.09%				
B 6-10			8	3.94%		
C 11-15			2	0.99%		
Subtotal	191	94.09%	10	4.93%	2	0.99%
Actionable Requests	203					

ENVI Networks Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			3	8.57%	3	8.57%
C 11-15			1	2.86%		
A 0-5	24	68.57%				
B 6-10			4	11.43%		
Subtotal	24	68.57%	8	22.86%	3	8.57%
Actionable Requests	35					

Enwave Energy Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	180	96.77%				
B 6-10			4	2.15%		
D 16+					2	1.08%

Member

Subtotal	180	96.77%	4	2.15%	2	1.08%
Actionable Requests	186					

Enwave Windsor Holdings LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%
Actionable Requests	4					

Enwin Utilities - Electrical

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	193	96.50%				
B 6-10			7	3.50%		
Subtotal	193	96.50%	7	3.50%	0	
Actionable Requests	200					

Enwin Utilities - Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	268	96.06%				
B 6-10			11	3.94%		
Subtotal	268	96.06%	11	3.94%	0	
Actionable Requests	279					

EPCOR Electricity Distribution Ontario Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	335	100.00%				
Subtotal	335	100.00%	0		0	
Actionable Requests	335					

Epcor Natural Gas LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			198	31.68%		
C 11-15			76	12.16%		
A 0-5	323	51.68%				
D 16+			18	2.88%	10	1.60%

Member

Subtotal	323	51.68%	292	46.72%	10	1.60%
Actionable Requests	625					

Erieau Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Erin, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	41	33.06%				
B 6-10			37	29.84%		
D 16+					46	37.10%
Subtotal	41	33.06%	37	29.84%	46	37.10%
Actionable Requests	124					

ERTH Power Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	398	86.71%				
B 6-10			52	11.33%	3	0.65%
C 11-15			6	1.31%		
Subtotal	398	86.71%	58	12.64%	3	0.65%
Actionable Requests	459					

Espanola Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	47	95.92%				
B 6-10			2	4.08%		
Subtotal	47	95.92%	2	4.08%	0	
Actionable Requests	49					

Espanola, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	46	100.00%				

Member

Subtotal	46	100.00%	0		0	
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Actionable Requests	46					
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Essa, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			8	28.57%		
C 11-15			2	7.14%		
A 0-5	7	25.00%				
D 16+					11	39.29%
Subtotal	7	25.00%	10	35.71%	11	39.29%

Actionable Requests	28					
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Essex County Highways

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	15	88.24%				
D 16+					2	11.76%
Subtotal	15	88.24%	0		2	11.76%

Actionable Requests	17					
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Essex Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	482	92.69%				
B 6-10			24	4.62%		
C 11-15			4	0.77%		
D 16+			2	0.38%	8	1.54%
Subtotal	482	92.69%	30	5.77%	8	1.54%

Actionable Requests	520					
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Essex, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	87	66.41%				
B 6-10			4	3.05%		
D 16+					40	30.53%
Subtotal	87	66.41%	4	3.05%	40	30.53%

Actionable Requests	131					
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Member

Execulink Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			5	0.76%	12	1.83%
A 0-5	562	85.93%				
B 6-10			59	9.02%	1	0.15%
C 11-15			15	2.29%		
Subtotal	562	85.93%	79	12.08%	13	1.99%
Actionable Requests	654					

Fanshawe College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	50.00%
A 0-5	1	50.00%				
Subtotal	1	50.00%	0		1	50.00%
Actionable Requests	2					

Faraday Resources Group Inc formerly Taqa North LTD (TAQA)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Fauquier-Strickland, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	100.00%		
Subtotal	0		1	100.00%	0	
Actionable Requests	1					

FBO Summerhaven Wind LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	100.00%				
Subtotal	8	100.00%	0		0	
Actionable Requests	8					

Festival Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	411	98.56%				
B 6-10			6	1.44%		
Subtotal	411	98.56%	6	1.44%	0	

Actionable Requests 417

FibreSpeed Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					9	100.00%
Subtotal	0		0		9	100.00%

Actionable Requests 9

Fisher Wavy Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	

Actionable Requests 1

Ford Canada

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	

Actionable Requests 1

Forest Estates 394075 Ontario Ltd.

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests 1

Fort Erie, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	393	98.25%				
B 6-10			7	1.75%		
Subtotal	393	98.25%	7	1.75%	0	

Actionable Requests 400

Member

Fort Frances Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					20	58.82%
A 0-5	14	41.18%				
Subtotal	14	41.18%	0		20	58.82%
Actionable Requests	34					

Fort Frances, The Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	35	94.59%				
B 6-10			2	5.41%		
Subtotal	35	94.59%	2	5.41%	0	
Actionable Requests	37					

French River, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

FU Fiber Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	27.27%				
D 16+					16	72.73%
Subtotal	6	27.27%	0		16	72.73%
Actionable Requests	22					

Gananoque, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	53	89.83%				
B 6-10			6	10.17%		
Subtotal	53	89.83%	6	10.17%	0	
Actionable Requests	59					

GBTEL Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	84	100.00%				
Subtotal	84	100.00%	0		0	

Actionable Requests

84

Georgian Bay, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14	77.78%				
D 16+			2	11.11%	2	11.11%
Subtotal	14	77.78%	2	11.11%	2	11.11%

Actionable Requests

18

Georgian Bluffs, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	32.14%				
C 11-15			1	3.57%		
D 16+					18	64.29%
Subtotal	9	32.14%	1	3.57%	18	64.29%

Actionable Requests

28

Georgian College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					5	100.00%
Subtotal	0		0		5	100.00%

Actionable Requests

5

Georgina, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	311	95.99%				
C 11-15			1	0.31%		
B 6-10			12	3.70%		
Subtotal	311	95.99%	13	4.01%	0	

Actionable Requests

324

Glenfred Gas Wells

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%

Member

Subtotal	0		0		4	100.00%
Actionable Requests	4					

Goderich, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	133	99.25%				
D 16+					1	0.75%
Subtotal	133	99.25%	0		1	0.75%
Actionable Requests	134					

Gogama LSB

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	100.00%		
Subtotal	0		1	100.00%	0	
Actionable Requests	1					

Gore Bay, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Gosfield North Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	56	45.90%				
B 6-10			42	34.43%		
D 16+			2	1.64%	22	18.03%
Subtotal	56	45.90%	44	36.07%	22	18.03%
Actionable Requests	122					

Gosfield Wind Limited Partnership

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Member

Government of Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	88.89%				
D 16+					2	11.11%
Subtotal	16	88.89%	0		2	11.11%
Actionable Requests	18					

Grand Bend Wind LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Grand Renewable Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	4.35%		
D 16+					1	4.35%
A 0-5	1	4.35%				
B 6-10			20	86.96%		
Subtotal	1	4.35%	21	91.30%	1	4.35%
Actionable Requests	23					

Grand River Hospital Corp. - KW Campus and Freeport Campus

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	20.00%				
D 16+					4	80.00%
Subtotal	1	20.00%	0		4	80.00%
Actionable Requests	5					

Grand Valley Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	12.50%				
D 16+					7	87.50%
Subtotal	1	12.50%	0		7	87.50%
Actionable Requests	8					

Member

Grand Valley, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	35	97.22%				
D 16+					1	2.78%
Subtotal	35	97.22%	0		1	2.78%
Actionable Requests	36					

GrandBridge Energy (Legacy Brantford Power)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	641	97.27%				
B 6-10			10	1.52%		
D 16+					8	1.21%
Subtotal	641	97.27%	10	1.52%	8	1.21%
Actionable Requests	659					

GrandBridge Energy (Legacy Energy Plus)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.08%		
B 6-10			22	1.68%		
A 0-5	1,283	98.24%				
Subtotal	1283	98.24%	23	1.76%	0	
Actionable Requests	1306					

Grasshopper Solar

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Gravenhurst, Town of (SL)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	88	95.65%				
B 6-10			3	3.26%		
C 11-15			1	1.09%		

Member

Subtotal	88	95.65%	4	4.35%	0	
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Actionable Requests	92					
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Gravenhurst, Town of (SS)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	92	100.00%				
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Subtotal	92	100.00%	0		0	
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Actionable Requests	92					
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Great Lakes Power LTD - Sault Ste Marie

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	100.00%
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Subtotal	0		0		1	100.00%
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Actionable Requests	1					
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Greater Napanee, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	42	59.15%				
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B 6-10			12	16.90%		
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C 11-15			14	19.72%		
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D 16+					3	4.23%
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Subtotal	42	59.15%	26	36.62%	3	4.23%
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Actionable Requests	71					
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Greater Sudbury Hydro (SH01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			2	0.32%		
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A 0-5	628	99.21%				
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B 6-10			3	0.47%		
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Subtotal	628	99.21%	5	0.79%	0	
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Actionable Requests	633					
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Greater Sudbury Hydro Inc. - Sturgeon Falls Cache Bay

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	49	98.00%				
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B 6-10			1	2.00%		
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Member

Subtotal	49	98.00%	1	2.00%	0	
Actionable Requests	50					

Greater Sudbury Hydro Plus Inc. - Street Lights - Sudbury

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	440	100.00%	
Subtotal	440	100.00%	0
Actionable Requests	440		

Greater Sudbury Hydro Plus Inc. - Street Lights West Nippissin

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	26	100.00%	
Subtotal	26	100.00%	0
Actionable Requests	26		

Greater Sudbury, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,017	90.00%	
B 6-10			83
D 16+			30
Subtotal	1017	90.00%	83
Actionable Requests	1130		

Greater Toronto Airports Authority

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	19	67.86%	
B 6-10			9
Subtotal	19	67.86%	9
Actionable Requests	28		

Greenfield South Power Corporation

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	2	100.00%	
Subtotal	2	100.00%	0
Actionable Requests	2		

Member

Greenstone, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	5.88%				
D 16+					16	94.12%
Subtotal	1	5.88%	0		16	94.12%
Actionable Requests	17					

Grey County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	100.00%				
Subtotal	10	100.00%	0		0	
Actionable Requests	10					

Grey Highlands, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			5	15.63%		
C 11-15			1	3.13%		
A 0-5	23	71.88%				
D 16+					3	9.38%
Subtotal	23	71.88%	6	18.75%	3	9.38%
Actionable Requests	32					

Grimsby Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	234	98.32%				
B 6-10			1	0.42%		
D 16+					3	1.26%
Subtotal	234	98.32%	1	0.42%	3	1.26%
Actionable Requests	238					

Grimsby, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	233	68.33%				
B 6-10			105	30.79%		
D 16+			3	0.88%		

Member

Subtotal	233	68.33%	108	31.67%	0	
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Actionable Requests	341					
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Guelph, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	984	98.20%				
B 6-10			17	1.70%		
D 16+					1	0.10%
Subtotal	984	98.20%	17	1.70%	1	0.10%

Actionable Requests	1002					
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Guelph, University of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					24	100.00%
Subtotal	0		0		24	100.00%

Actionable Requests	24					
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Guelph-Eramosa Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	100.00%				
Subtotal	12	100.00%	0		0	

Actionable Requests	12					
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Gunns Hill LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	

Actionable Requests	1					
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Haldimand, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	211	62.06%				
B 6-10			9	2.65%		
D 16+					120	35.29%

Member

Subtotal	211	62.06%	9	2.65%	120	35.29%
Actionable Requests	340					

Haliburton, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Halton Hills Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	376	100.00%				
Subtotal	376	100.00%	0		0	
Actionable Requests	376					

Halton Hills, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	93	72.09%				
B 6-10			29	22.48%	3	2.33%
C 11-15			3	2.33%		
D 16+			1	0.78%		
Subtotal	93	72.09%	33	25.58%	3	2.33%
Actionable Requests	129					

Halton Region - Burlington

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	52	53.06%				
B 6-10			44	44.90%		
D 16+					2	2.04%
Subtotal	52	53.06%	44	44.90%	2	2.04%
Actionable Requests	98					

Halton Region - Halton Hills - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	75.00%				
B 6-10			3	25.00%		

Member

Subtotal	9	75.00%	3	25.00%	0	
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Actionable Requests	12					
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Halton Region - Milton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	55	34.38%				
D 16+			2	1.25%		
C 11-15			21	13.13%		
B 6-10			82	51.25%		
Subtotal	55	34.38%	105	65.63%	0	

Actionable Requests	160					
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Halton Region - Oakville

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	187	72.20%				
B 6-10			29	11.20%		
C 11-15			15	5.79%		
D 16+			10	3.86%	18	6.95%
Subtotal	187	72.20%	54	20.85%	18	6.95%

Actionable Requests	259					
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Halton Region Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	714	78.55%				
B 6-10			167	18.37%	3	0.33%
C 11-15			13	1.43%		
D 16+			9	0.99%	3	0.33%
Subtotal	714	78.55%	189	20.79%	6	0.66%

Actionable Requests	909					
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Halton, Region of - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	14	82.35%				
B 6-10			3	17.65%		

Member

Subtotal	14	82.35%	3	17.65%	0	
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Actionable Requests	17					
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Halton, Region of - MTO - Burlington Milton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			2	25.00%		
A 0-5	6	75.00%				
Subtotal	6	75.00%	2	25.00%	0	

Actionable Requests	8					
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Halton, Region of - MTO - Oakville Halton Hills

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	

Actionable Requests	4					
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Halton, Region of - Storm Sewer - Halton Hills

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			6	31.58%		
C 11-15			1	5.26%		
D 16+			6	31.58%		
A 0-5	6	31.58%				
Subtotal	6	31.58%	13	68.42%	0	

Actionable Requests	19					
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Hamilton - P & C ROW

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	62	17.61%				
B 6-10			191	54.26%		
C 11-15			2	0.57%		
D 16+			2	0.57%	95	26.99%
Subtotal	62	17.61%	195	55.40%	95	26.99%

Actionable Requests	352					
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Hamilton Community Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	1	12.50%				
D 16+					7	87.50%
Subtotal	1	12.50%	0		7	87.50%

Actionable Requests: 8

Hamilton Health Sciences

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	3	30.00%	
B 6-10			7
Subtotal	3	30.00%	7

Actionable Requests: 10

Hamilton, City of (Street Lighting)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,788	100.00%	
Subtotal	1788	100.00%	0

Actionable Requests: 1788

Hamilton, City of (Traffic Ops)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	305	88.66%	
D 16+			1
B 6-10			38
Subtotal	305	88.66%	38

Actionable Requests: 344

Hamilton, City of (Water)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	2,618	85.00%	
B 6-10			328
C 11-15			68
D 16+			44
Subtotal	2618	85.00%	440

Actionable Requests: 3080

Member

Hamilton, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	96	95.05%				
B 6-10			5	4.95%		
Subtotal	96	95.05%	5	4.95%	0	
Actionable Requests	101					

Hanover, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	39	86.67%				
B 6-10			4	8.89%		
D 16+					2	4.44%
Subtotal	39	86.67%	4	8.89%	2	4.44%
Actionable Requests	45					

Harold and Grace Baker Centre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Havelock-Belmont-Methuen, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	100.00%				
Subtotal	6	100.00%	0		0	
Actionable Requests	6					

Hawkesbury, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	82	97.62%				
B 6-10			2	2.38%		
Subtotal	82	97.62%	2	2.38%	0	
Actionable Requests	84					

Hay Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

B 6-10			14	6.60%		
A 0-5	198	93.40%				
Subtotal	198	93.40%	14	6.60%	0	

Actionable Requests 212

HCE Telecom

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	63	80.77%	
B 6-10		11	14.10%
C 11-15		2	2.56%
D 16+		1	1.28%
Subtotal	63	80.77%	14

Actionable Requests 78

Hearst Connect Corporation

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	8	100.00%	
Subtotal	8	100.00%	0

Actionable Requests 8

Hearst Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	40	90.91%	
B 6-10		1	2.27%
D 16+			3
Subtotal	40	90.91%	1

Actionable Requests 44

Hearst, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	32	91.43%	
D 16+			3
Subtotal	32	91.43%	0

Actionable Requests 35

Member

Highbury Canco Corp

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%
Actionable Requests	4					

Highlands East, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	100.00%				
Subtotal	8	100.00%	0		0	
Actionable Requests	8					

Hiram Walker & Sons

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Home Hardware Stores Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Hornepayne, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Howick, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	92.59%				
B 6-10			3	5.56%		
D 16+					1	1.85%

Member

Subtotal	50	92.59%	3	5.56%	1	1.85%
Actionable Requests	54					

Humber College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Huntsville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	57.14%				
D 16+					18	42.86%
Subtotal	24	57.14%	0		18	42.86%
Actionable Requests	42					

Huron East, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	56	100.00%				
Subtotal	56	100.00%	0		0	
Actionable Requests	56					

Huron Perth Healthcare Alliance

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Huron Shores, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Huron, County of (Auburn)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

D 16+					6	100.00%
Subtotal	0		0		6	100.00%

Actionable Requests 6

Huron, County of (Traffic Signals)

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					2	100.00%
Subtotal	0		0		2	100.00%

Actionable Requests 2

Huron, County of (Wroxeter)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	10	100.00%				
Subtotal	10	100.00%	0		0	

Actionable Requests 10

Huron, County of (Zurich)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	12	100.00%				
Subtotal	12	100.00%	0		0	

Actionable Requests 12

Huron-Kinloss, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			20	25.64%		
C 11-15			2	2.56%		
D 16+			3	3.85%	1	1.28%
A 0-5	52	66.67%				
Subtotal	52	66.67%	25	32.05%	1	1.28%

Actionable Requests 78

Hurontel

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	389	77.80%				
B 6-10			57	11.40%		
C 11-15			2	0.40%		

Member

D 16+					52	10.40%
Subtotal	389	77.80%	59	11.80%	52	10.40%

Actionable Requests 500

Hydro 2000

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	7	87.50%	
D 16+			1
Subtotal	7	87.50%	1
		0	12.50%

Actionable Requests 8

Hydro Embrun

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			10
A 0-5	52	65.82%	
B 6-10			17
Subtotal	52	65.82%	17
		21.52%	12.66%

Actionable Requests 79

Hydro Hawkesbury

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			3
A 0-5	37	88.10%	
B 6-10			2
Subtotal	37	88.10%	2
		4.76%	7.14%

Actionable Requests 42

Hydro One Networks Inc - Fibre

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	26	83.87%	
B 6-10			3
D 16+			2
Subtotal	26	83.87%	3
		9.68%	6.45%

Actionable Requests 31

Member

Hydro One Networks Inc (Distribution)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20,180	87.50%				
B 6-10			1747	7.57%	124	0.54%
C 11-15			497	2.15%	6	0.03%
D 16+			301	1.31%	208	0.90%
Subtotal	20180	87.50%	2545	11.03%	338	1.47%
Actionable Requests	23063					

Hydro One Networks Inc (Haldimand)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	689	70.67%				
B 6-10			145	14.87%	1	0.10%
C 11-15			4	0.41%		
D 16+					136	13.95%
Subtotal	689	70.67%	149	15.28%	137	14.05%
Actionable Requests	975					

Hydro One Networks Inc (Norfolk)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			7	2.90%		
C 11-15			2	0.83%		
A 0-5	227	94.19%				
D 16+					5	2.07%
Subtotal	227	94.19%	9	3.73%	5	2.07%
Actionable Requests	241					

Hydro One Networks Inc (Orillia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	168	79.25%				
B 6-10			32	15.09%		
C 11-15			8	3.77%		
D 16+			3	1.42%	1	0.47%

Member

Subtotal	168	79.25%	43	20.28%	1	0.47%
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Actionable Requests	212					
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Hydro One Networks Inc (Peterborough)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	582	96.84%				
B 6-10			18	3.00%		
C 11-15			1	0.17%		
Subtotal	582	96.84%	19	3.16%	0	

Actionable Requests	601					
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Hydro One Networks Inc (Transmission)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	677	87.69%				
B 6-10			13	1.68%	3	0.39%
C 11-15			7	0.91%	7	0.91%
D 16+			5	0.65%	60	7.77%
Subtotal	677	87.69%	25	3.24%	70	9.07%

Actionable Requests	772					
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Hydro One Networks Inc (Woodstock)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	232	91.70%				
D 16+			1	0.40%	4	1.58%
C 11-15			3	1.19%		
B 6-10			12	4.74%	1	0.40%
Subtotal	232	91.70%	16	6.32%	5	1.98%

Actionable Requests	253					
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Hydro One Remote Communities Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					2	100.00%
Subtotal	0		0		2	100.00%

Actionable Requests	2					
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Member

Hydro Ottawa

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4,622	92.42%				
B 6-10			270	5.40%	1	0.02%
C 11-15			53	1.06%		
D 16+			32	0.64%	23	0.46%
Subtotal	4622	92.42%	355	7.10%	24	0.48%
Actionable Requests	5001					

Ignace, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					6	100.00%
Subtotal	0		0		6	100.00%
Actionable Requests	6					

Imperial Oil Pipelines (I002)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	217	72.33%				
B 6-10			3	1.00%		
C 11-15			6	2.00%	1	0.33%
D 16+			8	2.67%	65	21.67%
Subtotal	217	72.33%	17	5.67%	66	22.00%
Actionable Requests	300					

Imperial Oil Pipelines (I003)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	100.00%				
Subtotal	20	100.00%	0		0	
Actionable Requests	20					

Imperial Oil Pipelines (I004)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					9	100.00%
Subtotal	0		0		9	100.00%
Actionable Requests	9					

Member

Imperial Oil Refinery and Chemicals (IM02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	90.91%				
C 11-15			1	9.09%		
Subtotal	10	90.91%	1	9.09%	0	
Actionable Requests	11					

Index Energy Ajax Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	50.00%				
B 6-10			1	25.00%		
D 16+					1	25.00%
Subtotal	2	50.00%	1	25.00%	1	25.00%
Actionable Requests	4					

Ingersoll, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	76	74.51%				
B 6-10			23	22.55%		
D 16+					3	2.94%
Subtotal	76	74.51%	23	22.55%	3	2.94%
Actionable Requests	102					

InnPower

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	517	99.23%				
B 6-10			2	0.38%		
C 11-15			1	0.19%		
D 16+					1	0.19%
Subtotal	517	99.23%	3	0.58%	1	0.19%
Actionable Requests	521					

InnServices Utilities Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.39%		

Member

A 0-5	253	99.61%				
Subtotal	253	99.61%	1	0.39%	0	

Actionable Requests

254

Internet Access Solutions Ltd

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1 0.66%
A 0-5	151 99.34%		
Subtotal	151 99.34%	0	1 0.66%

Actionable Requests

152

Iroquois Falls, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	21 87.50%		
B 6-10		2 8.33%	
D 16+			1 4.17%
Subtotal	21 87.50%	2 8.33%	1 4.17%

Actionable Requests

24

James, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1 100.00%
Subtotal	0	0	1 100.00%

Actionable Requests

1

Johnson, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	5 100.00%		
Subtotal	5 100.00%	0	0

Actionable Requests

5

Kap Power Corp

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		1 100.00%	

Member

Subtotal	0		1	100.00%	0	
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Actionable Requests	1					
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Kapuskasing, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					62	100.00%
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Subtotal	0		0		62	100.00%
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Actionable Requests	62					
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Kawartha Lakes, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	351	85.61%				
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B 6-10			59	14.39%		
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Subtotal	351	85.61%	59	14.39%	0	
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Actionable Requests	410					
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Kawartha Pine Ridge District Schoolboard

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	15	100.00%				
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Subtotal	15	100.00%	0		0	
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Actionable Requests	15					
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Kenora, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			18	17.31%		
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D 16+					5	4.81%
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A 0-5	81	77.88%				
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Subtotal	81	77.88%	18	17.31%	5	4.81%
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Actionable Requests	104					
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Killaloe, Hagarty & Richards, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	10.00%		
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D 16+					1	10.00%
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A 0-5	8	80.00%				
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Member

Subtotal	8	80.00%	1	10.00%	1	10.00%
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Actionable Requests	10					
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Killarney, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1	100.00%				
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Subtotal	1	100.00%	0		0	
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Actionable Requests	1					
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Kincardine, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	205	99.51%				
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D 16+					1	0.49%
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Subtotal	205	99.51%	0		1	0.49%
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Actionable Requests	206					
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Kinder Morgan Pipeline

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					9	100.00%
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Subtotal	0		0		9	100.00%
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Actionable Requests	9					
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King, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	310	99.68%				
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B 6-10			1	0.32%		
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Subtotal	310	99.68%	1	0.32%	0	
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Actionable Requests	311					
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Kings University College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					7	100.00%
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Subtotal	0		0		7	100.00%
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Actionable Requests	7					
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Member

Kingston General Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	
Actionable Requests	4					

Kingston Solar LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Kingston, City of (Utilities Kingston)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			137	20.88%		
C 11-15			4	0.61%		
A 0-5	511	77.90%				
D 16+					4	0.61%
Subtotal	511	77.90%	141	21.49%	4	0.61%
Actionable Requests	656					

Kingsville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	5.98%				
B 6-10			8	6.84%		
C 11-15			12	10.26%		
D 16+			82	70.09%	8	6.84%
Subtotal	7	5.98%	102	87.18%	8	6.84%
Actionable Requests	117					

Kirkland Lake, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	30	96.77%				
D 16+					1	3.23%

Member

Subtotal	30	96.77%	0		1	3.23%
Actionable Requests	31					

Kitchener Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,310	99.70%				
B 6-10			2	0.15%		
D 16+					2	0.15%
Subtotal	1310	99.70%	2	0.15%	2	0.15%
Actionable Requests	1314					

Kitchener Utilities - Gas and Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	285	99.65%				
D 16+			1	0.35%		
Subtotal	285	99.65%	1	0.35%	0	
Actionable Requests	286					

Kitchener, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	393	64.32%				
B 6-10			214	35.02%		
C 11-15			4	0.65%		
Subtotal	393	64.32%	218	35.68%	0	
Actionable Requests	611					

Kruger Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

KWIC Internet

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	100.00%				

Member

Subtotal	9	100.00%	0		0	
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Actionable Requests	9					
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Lagasco Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	66.67%				
B 6-10			1	5.56%		
D 16+			1	5.56%	4	22.22%
Subtotal	12	66.67%	2	11.11%	4	22.22%

Actionable Requests	18					
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Lagasco Limited

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	83.33%				
D 16+			1	16.67%		
Subtotal	5	83.33%	1	16.67%	0	

Actionable Requests	6					
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Lake Huron Primary Water Supply System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	79.31%				
B 6-10			2	6.90%		
D 16+					4	13.79%
Subtotal	23	79.31%	2	6.90%	4	13.79%

Actionable Requests	29					
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Lake of Bays, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	

Actionable Requests	2					
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Lakefront Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			5	2.99%		
C 11-15			1	0.60%		

Member

D 16+					8	4.79%
A 0-5	153	91.62%				
Subtotal	153	91.62%	6	3.59%	8	4.79%

Actionable Requests 167

Lakefront Utilities - Grafton Water

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	7	53.85%	
B 6-10			1
C 11-15			2
D 16+			3
Subtotal	7	53.85%	3

Actionable Requests 13

Lakefront Utilities - Town of Cobourg Water

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	148	96.10%	
B 6-10			4
C 11-15			1
D 16+			1
Subtotal	148	96.10%	5

Actionable Requests 154

Lakeland Networks

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1
A 0-5	104	81.89%	
B 6-10			15
C 11-15			5
Subtotal	104	81.89%	20

Actionable Requests 127

Lakeland Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			4

Member

A 0-5	164	90.11%				
B 6-10			14	7.69%		
Subtotal	164	90.11%	14	7.69%	4	2.20%

Actionable Requests 182

Lakeshore, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	166	98.22%				
D 16+					3	1.78%
Subtotal	166	98.22%	0		3	1.78%

Actionable Requests 169

Lakeview Water System

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					14	100.00%
Subtotal	0		0		14	100.00%

Actionable Requests 14

Lambton Area Water Supply System

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	131	99.24%				
D 16+					1	0.76%
Subtotal	131	99.24%	0		1	0.76%

Actionable Requests 132

Lambton County

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	13	76.47%				
B 6-10			4	23.53%		
Subtotal	13	76.47%	4	23.53%	0	

Actionable Requests 17

Lambton Shores, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	152	98.06%				
C 11-15			1	0.65%		

Member

D 16+					2	1.29%
Subtotal	152	98.06%	1	0.65%	2	1.29%

Actionable Requests

155

LamSar for SXL (Sunoco Logistics)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	33.33%		
C 11-15			1	33.33%		
A 0-5	1	33.33%				
Subtotal	1	33.33%	2	66.67%	0	

Actionable Requests

3

Lanark, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	87.50%				
D 16+					1	12.50%
Subtotal	7	87.50%	0		1	12.50%

Actionable Requests

8

Lansdowne Rural Telephone

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%

Actionable Requests

2

Lanxess Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	33.33%		
D 16+					2	66.67%
Subtotal	0		1	33.33%	2	66.67%

Actionable Requests

3

Larder Lake, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	100.00%		

Member

Subtotal	0		1	100.00%	0	
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Actionable Requests	1					
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LaSalle, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	117	87.97%				
B 6-10			15	11.28%		
D 16+			1	0.75%		
Subtotal	117	87.97%	16	12.03%	0	

Actionable Requests	133					
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Latchford, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	

Actionable Requests	1					
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Laurentian Hills, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					5	100.00%
Subtotal	0		0		5	100.00%

Actionable Requests	5					
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Laurentian University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	

Actionable Requests	2					
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Laurentian Valley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	5.26%		
A 0-5	18	94.74%				
Subtotal	18	94.74%	1	5.26%	0	

Actionable Requests	19					
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Member

Leamington Area Drip Irrigation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	100.00%				
Subtotal	6	100.00%	0		0	
Actionable Requests	6					

Leamington Sewer and Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	144	100.00%				
Subtotal	144	100.00%	0		0	
Actionable Requests	144					

Leamington Water Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	137	84.57%				
D 16+					25	15.43%
Subtotal	137	84.57%	0		25	15.43%
Actionable Requests	162					

Leeds & Grenville, United Counties of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	81	96.43%				
B 6-10			2	2.38%		
D 16+			1	1.19%		
Subtotal	81	96.43%	3	3.57%	0	
Actionable Requests	84					

Leeds & Thousand Islands, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	100.00%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Lennox and Addington, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					20	100.00%

Member

Subtotal	0		0		20	100.00%
Actionable Requests	20					

Liberty Oil and Gas

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	50.00%				
C 11-15			1	50.00%		
Subtotal	1	50.00%	1	50.00%	0	
Actionable Requests	2					

Lincoln, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	130	100.00%				
Subtotal	130	100.00%	0		0	
Actionable Requests	130					

Linde - Mississauga

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Linde Canada Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	100.00%				
Subtotal	7	100.00%	0		0	
Actionable Requests	7					

Linde Canada Inc - Scarborough

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	6.67%
A 0-5	14	93.33%				
Subtotal	14	93.33%	0		1	6.67%
Actionable Requests	15					

Member

London District Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	75	94.94%				
B 6-10			4	5.06%		
Subtotal	75	94.94%	4	5.06%	0	
Actionable Requests	79					

London Health Sciences

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	33.33%				
B 6-10			1	33.33%		
D 16+			1	33.33%		
Subtotal	1	33.33%	2	66.67%	0	
Actionable Requests	3					

London Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,060	84.98%				
B 6-10			177	7.30%	8	0.33%
C 11-15			79	3.26%	2	0.08%
D 16+			70	2.89%	28	1.16%
Subtotal	2060	84.98%	326	13.45%	38	1.57%
Actionable Requests	2424					

London, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			64	2.77%	29	1.26%
A 0-5	1,958	84.87%				
B 6-10			168	7.28%	8	0.35%
C 11-15			78	3.38%	2	0.09%
Subtotal	1958	84.87%	310	13.44%	39	1.69%
Actionable Requests	2307					

Long Point Provincial Park

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

D 16+					3	100.00%
Subtotal	0		0		3	100.00%

Actionable Requests 3

Lowland 460 Phillip Street GP Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%

Actionable Requests 2

Loyalist Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	342	98.28%				
B 6-10			6	1.72%		
Subtotal	342	98.28%	6	1.72%	0	

Actionable Requests 348

Lucan-Biddulph, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	77	76.24%				
B 6-10			19	18.81%		
D 16+					5	4.95%
Subtotal	77	76.24%	19	18.81%	5	4.95%

Actionable Requests 101

MacDonald, Meredith, and Aberdeen, Mun. of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	33.33%				
B 6-10			2	66.67%		
Subtotal	1	33.33%	2	66.67%	0	

Actionable Requests 3

Machin, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	100.00%

Member

Subtotal	0		0		3	100.00%
Actionable Requests	3					

Madawaska Valley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	55.56%				
B 6-10			4	44.44%		
Subtotal	5	55.56%	4	44.44%	0	
Actionable Requests	9					

Malahide, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	17	100.00%				
Subtotal	17	100.00%	0		0	
Actionable Requests	17					

Manitouwadge, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	100.00%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Mapleton, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	15	93.75%				
D 16+					1	6.25%
Subtotal	15	93.75%	0		1	6.25%
Actionable Requests	16					

Marathon, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	95.24%				
D 16+					1	4.76%
Subtotal	20	95.24%	0		1	4.76%
Actionable Requests	21					

Member

Markham District Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	46	100.00%				
Subtotal	46	100.00%	0		0	
Actionable Requests	46					

Markham, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	969	98.28%				
B 6-10			16	1.62%		
D 16+					1	0.10%
Subtotal	969	98.28%	16	1.62%	1	0.10%
Actionable Requests	986					

Markham, City of - Traffic Signals

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	97	98.98%				
B 6-10			1	1.02%		
Subtotal	97	98.98%	1	1.02%	0	
Actionable Requests	98					

Markham, City of - Water and Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	966	100.00%				
Subtotal	966	100.00%	0		0	
Actionable Requests	966					

Markstay-Warren, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					8	100.00%
Subtotal	0		0		8	100.00%
Actionable Requests	8					

Marmora and Lake, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	57.14%				

Member

D 16+					3	42.86%
Subtotal	4	57.14%	0		3	42.86%

Actionable Requests 7

Mattawa, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			5
Subtotal	0	0	5

Actionable Requests 5

Mattice-Val Cote, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	3	100.00%	
Subtotal	3	100.00%	0

Actionable Requests 3

McDougall, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		5	100.00%
Subtotal	0	5	100.00%

Actionable Requests 5

McGarry Township

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1
Subtotal	0	0	1

Actionable Requests 1

McNab Braeside, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			99
Subtotal	0	0	99

Actionable Requests 99

Meaford, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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Member

A 0-5	2	3.70%				
B 6-10			2	3.70%		
D 16+			5	9.26%	45	83.33%
Subtotal	2	3.70%	7	12.96%	45	83.33%

Actionable Requests

54

Melancthon Windfarm

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	50	81.97%				
B 6-10			10	16.39%		
D 16+					1	1.64%
Subtotal	50	81.97%	10	16.39%	1	1.64%

Actionable Requests

61

Melancthon Wolfe Wind LP

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+					4	100.00%
Subtotal	0		0		4	100.00%

Actionable Requests

4

Merrickville-Wolford, Village of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+			14	100.00%		
Subtotal	0		14	100.00%	0	

Actionable Requests

14

Metalore Resources

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+					1	9.09%
A 0-5	9	81.82%				
B 6-10			1	9.09%		
Subtotal	9	81.82%	1	9.09%	1	9.09%

Actionable Requests

11

Metro Fibrewerx

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

Member

A 0-5	7	100.00%				
Subtotal	7	100.00%	0		0	

Actionable Requests 7

Middlesex Centre, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	49	71.01%	
B 6-10			8
D 16+			12
Subtotal	49	71.01%	8

Actionable Requests 69

Middlesex County

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	59	90.77%	
B 6-10			4
D 16+			2
Subtotal	59	90.77%	4

Actionable Requests 65

Midland Water and Wastewater Services

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	66	95.65%	
B 6-10			1
D 16+			2
Subtotal	66	95.65%	1

Actionable Requests 69

Midland, Town of - Street lights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		13	30.23%
Subtotal	0	13	30.23%

Actionable Requests 43

Milton Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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Member

C 11-15			35	5.65%		
D 16+			20	3.23%	1	0.16%
B 6-10			134	21.65%		
A 0-5	429	69.31%				
Subtotal	429	69.31%	189	30.53%	1	0.16%

Actionable Requests 619

Milton, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			43	25.29%		
C 11-15			11	6.47%		
D 16+			7	4.12%	1	0.59%
A 0-5	108	63.53%				
Subtotal	108	63.53%	61	35.88%	1	0.59%

Actionable Requests 170

Minden Hills, Township of - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	33.33%
A 0-5	4	66.67%				
Subtotal	4	66.67%	0		2	33.33%

Actionable Requests 6

Minto, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	2.27%
A 0-5	41	93.18%				
B 6-10			2	4.55%		
Subtotal	41	93.18%	2	4.55%	1	2.27%

Actionable Requests 44

Mississauga, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,113	100.00%				

Member

Subtotal	1113	100.00%	0		0	
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Actionable Requests	1113					
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Mississauga, City of - Traffic Signals

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	262	99.24%				
B 6-10			2	0.76%		
Subtotal	262	99.24%	2	0.76%	0	

Actionable Requests	264					
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Mississaugas of Scugog Island First Nation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	20.00%		
D 16+					1	20.00%
A 0-5	3	60.00%				
Subtotal	3	60.00%	1	20.00%	1	20.00%

Actionable Requests	5					
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Mississippi Mills, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	83	96.51%				
B 6-10			1	1.16%		
D 16+					2	2.33%
Subtotal	83	96.51%	1	1.16%	2	2.33%

Actionable Requests	86					
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MNSI Managed Network Systems Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	803	93.81%				
B 6-10			47	5.49%		
C 11-15			1	0.12%		
D 16+					5	0.58%
Subtotal	803	93.81%	48	5.61%	5	0.58%

Actionable Requests	856					
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Member

Mohawk on the Bay of Quinte Fibre (7GEN01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	25	33.78%				
B 6-10			10	13.51%		
C 11-15			3	4.05%		
D 16+			1	1.35%	35	47.30%
Subtotal	25	33.78%	14	18.92%	35	47.30%
Actionable Requests	74					

Mohawks of the Bay of Quinte - Water and Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	1.37%		
D 16+			41	56.16%	14	19.18%
A 0-5	10	13.70%				
B 6-10			7	9.59%		
Subtotal	10	13.70%	49	67.12%	14	19.18%
Actionable Requests	73					

Mono, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	73.33%				
B 6-10			4	13.33%		
C 11-15			1	3.33%		
D 16+			2	6.67%	1	3.33%
Subtotal	22	73.33%	7	23.33%	1	3.33%
Actionable Requests	30					

Montague, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Montez Office Fund II Limited Partnership

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	2	66.67%				
D 16+					1	33.33%
Subtotal	2	66.67%	0		1	33.33%

Actionable Requests

3

Moonbeam, Township of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+					2	50.00%
A 0-5	2	50.00%				
Subtotal	2	50.00%	0		2	50.00%

Actionable Requests

4

Moosonee, Corporation of the Town of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+					4	100.00%
Subtotal	0		0		4	100.00%

Actionable Requests

4

Mornington Communications

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+			10	3.16%	88	27.85%
A 0-5	185	58.54%				
B 6-10			13	4.11%	7	2.22%
C 11-15			13	4.11%		
Subtotal	185	58.54%	36	11.39%	95	30.06%

Actionable Requests

316

Morris-Turnberry, Municipality of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B 6-10			1	2.50%		
A 0-5	39	97.50%				
Subtotal	39	97.50%	1	2.50%	0	

Actionable Requests

40

Mt Sinai Hospital

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

Member

D 16+					3	100.00%
Subtotal	0		0		3	100.00%

Actionable Requests 3

Mulmur, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					2	100.00%
Subtotal	0		0		2	100.00%

Actionable Requests 2

Muskoka Algonquin Healthcare

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	

Actionable Requests 1

Muskoka Lakes, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	2	66.67%				
B 6-10			1	33.33%		
Subtotal	2	66.67%	1	33.33%	0	

Actionable Requests 3

Muskoka, District of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	202	60.48%				
B 6-10			62	18.56%		
C 11-15			39	11.68%		
D 16+			5	1.50%	26	7.78%
Subtotal	202	60.48%	106	31.74%	26	7.78%

Actionable Requests 334

Muskoka, District of (Traffic)

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					7	100.00%
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Member

Subtotal	0		0		7	100.00%
Actionable Requests	7					

Nairn and Hyman, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Nation, Municipality of the

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			7	17.07%		
D 16+					2	4.88%
A 0-5	32	78.05%				
Subtotal	32	78.05%	7	17.07%	2	4.88%
Actionable Requests	41					

Net Optiks - Brantford Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	2.27%		
D 16+					2	4.55%
A 0-5	41	93.18%				
Subtotal	41	93.18%	1	2.27%	2	4.55%
Actionable Requests	44					

Netflash Internet Solutions

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	3.33%		
A 0-5	49	81.67%				
B 6-10			4	6.67%		
C 11-15			5	8.33%		
Subtotal	49	81.67%	11	18.33%	0	
Actionable Requests	60					

New Tecumseth, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

D 16+					4	1.90%
A 0-5	205	97.16%				
B 6-10			2	0.95%		
Subtotal	205	97.16%	2	0.95%	4	1.90%

Actionable Requests 211

Newbury, Village of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					4	100.00%
Subtotal	0		0		4	100.00%

Actionable Requests 4

Newmarket, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	212	100.00%				
Subtotal	212	100.00%	0		0	

Actionable Requests 212

Newmarket-Tay Power (Midland)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	88	100.00%				
Subtotal	88	100.00%	0		0	

Actionable Requests 88

Newmarket-Tay Power (Newmarket)

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					5	0.72%
C 11-15			2	0.29%		
B 6-10			28	4.01%		
A 0-5	663	94.99%				
Subtotal	663	94.99%	30	4.30%	5	0.72%

Actionable Requests 698

Newmarket-Tay Power (Tay)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	43	100.00%				
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Member

Subtotal	43	100.00%	0		0	
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Actionable Requests	43					
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Nexicom Telecommunications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	236	98.74%				
B 6-10			3	1.26%		
Subtotal	236	98.74%	3	1.26%	0	

Actionable Requests	239					
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Niagara Falls, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,025	95.44%				
B 6-10			23	2.14%		
C 11-15			7	0.65%		
D 16+			14	1.30%	5	0.47%
Subtotal	1025	95.44%	44	4.10%	5	0.47%

Actionable Requests	1074					
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Niagara Parks Commission

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	47	100.00%				
Subtotal	47	100.00%	0		0	

Actionable Requests	47					
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Niagara Peninsula Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			3	0.39%		
D 16+			1	0.13%	29	3.72%
B 6-10			20	2.57%		
A 0-5	726	93.20%				
Subtotal	726	93.20%	24	3.08%	29	3.72%

Actionable Requests	779					
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Niagara Region Water Sanitary Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

B 6-10			12	0.92%		
D 16+			1	0.08%		
A 0-5	1,296	99.01%				
Subtotal	1296	99.01%	13	0.99%	0	

Actionable Requests

1309

Niagara Region Wind Farm

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

C 11-15			1	1.18%		
D 16+					84	98.82%
Subtotal	0		1	1.18%	84	98.82%

Actionable Requests

85

Niagara Regional Broadband Network

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	670	89.69%				
B 6-10			26	3.48%	1	0.13%
C 11-15			7	0.94%		
D 16+			3	0.40%	40	5.35%
Subtotal	670	89.69%	36	4.82%	41	5.49%

Actionable Requests

747

Niagara, Region of - Transportation Services

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+			1	0.17%	26	4.38%
A 0-5	535	90.22%				
B 6-10			24	4.05%		
C 11-15			7	1.18%		
Subtotal	535	90.22%	32	5.40%	26	4.38%

Actionable Requests

593

Niagara-On-The-Lake Hydro

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	307	99.03%				
B 6-10			3	0.97%		

Member

Subtotal	307	99.03%	3	0.97%	0	
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Actionable Requests	310					
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Niagara-On-The-Lake, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	299	92.28%				
B 6-10			2	0.62%		
D 16+					23	7.10%
Subtotal	299	92.28%	2	0.62%	23	7.10%

Actionable Requests	324					
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Nipigon, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					10	100.00%
Subtotal	0		0		10	100.00%

Actionable Requests	10					
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Nor-Del

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			10	5.43%		
D 16+					1	0.54%
A 0-5	173	94.02%				
Subtotal	173	94.02%	10	5.43%	1	0.54%

Actionable Requests	184					
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Norfolk County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			6	1.17%		
C 11-15			2	0.39%		
A 0-5	506	98.44%				
Subtotal	506	98.44%	8	1.56%	0	

Actionable Requests	514					
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Norfolk Oil & Gas Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	7	77.78%				
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Member

C 11-15			2	22.22%		
Subtotal	7	77.78%	2	22.22%	0	

Actionable Requests 9

North Bay Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	260	90.91%				
D 16+			2	0.70%		
B 6-10			21	7.34%	1	0.35%
C 11-15			2	0.70%		
Subtotal	260	90.91%	25	8.74%	1	0.35%

Actionable Requests 286

North Bay, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	33	23.91%				
B 6-10			56	40.58%		
C 11-15			35	25.36%		
D 16+			14	10.14%		
Subtotal	33	23.91%	105	76.09%	0	

Actionable Requests 138

North Bay, City of - Private Hydro Lines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	15	88.24%				
C 11-15			1	5.88%		
D 16+					1	5.88%
Subtotal	15	88.24%	1	5.88%	1	5.88%

Actionable Requests 17

North Dundas, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	3.17%	8	12.70%
A 0-5	35	55.56%				
B 6-10			13	20.63%		

Member

C 11-15			5	7.94%		
Subtotal	35	55.56%	20	31.75%	8	12.70%

Actionable Requests 63

North Frontenac Telephone Company

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			3	0.78%	1	0.26%
C 11-15			15	3.92%		
B 6-10			10	2.61%		
A 0-5	354	92.43%				
Subtotal	354	92.43%	28	7.31%	1	0.26%

Actionable Requests 383

North Glengarry, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	68.75%				
B 6-10			7	21.88%		
D 16+					3	9.38%
Subtotal	22	68.75%	7	21.88%	3	9.38%

Actionable Requests 32

North Grenville, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	97	91.51%				
B 6-10			6	5.66%		
C 11-15			1	0.94%		
D 16+					2	1.89%
Subtotal	97	91.51%	7	6.60%	2	1.89%

Actionable Requests 106

North Huron, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	79.49%				
B 6-10			2	5.13%		
D 16+					6	15.38%

Member

Subtotal	31	79.49%	2	5.13%	6	15.38%
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Actionable Requests	39					
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North Kent Wind 1 LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	20.00%
A 0-5	4	80.00%				
Subtotal	4	80.00%	0		1	20.00%

Actionable Requests	5					
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North Middlesex, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					244	100.00%
Subtotal	0		0		244	100.00%

Actionable Requests	244					
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North Perth, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	1.28%		
D 16+					1	1.28%
A 0-5	76	97.44%				
Subtotal	76	97.44%	1	1.28%	1	1.28%

Actionable Requests	78					
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North Renfrew Telecom Company (NRTC)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
------------------	-----------	--	---------------	--	---------------------------	--

A 0-5	253	72.08%				
B 6-10			43	12.25%		
C 11-15			19	5.41%		
D 16+			6	1.71%	30	8.55%
Subtotal	253	72.08%	68	19.37%	30	8.55%

Actionable Requests	351					
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North Shore, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					3	100.00%
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Member

Subtotal	0		0		3	100.00%
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Actionable Requests	3					
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North Stormont, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	11	42.31%				
B 6-10			4	15.38%		
D 16+			6	23.08%	5	19.23%
Subtotal	11	42.31%	10	38.46%	5	19.23%

Actionable Requests	26					
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North York General Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests	1					
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Northeastern Manitoulin and the Islands, Town

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	

Actionable Requests	4					
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Northern Broadband Wireless

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					3	100.00%
Subtotal	0		0		3	100.00%

Actionable Requests	3					
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Northern Bruce Peninsula, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					9	100.00%
Subtotal	0		0		9	100.00%

Actionable Requests	9					
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Member

Northern Cross Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Northern Ontario Wires

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	81	100.00%				
Subtotal	81	100.00%	0		0	
Actionable Requests	81					

Northern Rural Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%
Actionable Requests	4					

Northern Tel Limited Partnership

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			3	0.90%		
D 16+			2	0.60%	3	0.90%
B 6-10			15	4.52%	2	0.60%
A 0-5	307	92.47%				
Subtotal	307	92.47%	20	6.02%	5	1.51%
Actionable Requests	332					

Northumberland, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	2.90%		
A 0-5	67	97.10%				
Subtotal	67	97.10%	2	2.90%	0	
Actionable Requests	69					

Norwich, Township Of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	46	69.70%				
B 6-10			20	30.30%		
Subtotal	46	69.70%	20	30.30%	0	
Actionable Requests	66					

Nova Chemicals Corporation

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	19	100.00%	
Subtotal	19	100.00%	0
Actionable Requests	19		

Oakville Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		30	2.01%
D 16+		13	0.87%
A 0-5	1,257	84.42%	
B 6-10		159	10.68%
Subtotal	1257	84.42%	202
Actionable Requests	1489		

Oakville, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,646	87.88%	
B 6-10		169	9.02%
C 11-15		32	1.71%
D 16+		13	0.69%
Subtotal	1646	87.88%	214
Actionable Requests	1873		

Oil Springs, Village of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		1	33.33%
D 16+			2
Subtotal	0	1	33.33%
Actionable Requests	3		

Member

Oliver Paipoonge, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	100.00%				
Subtotal	10	100.00%	0		0	
Actionable Requests	10					

ON-Energy Corp

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Ontario Power Generation - Niagara

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	100.00%				
Subtotal	5	100.00%	0		0	
Actionable Requests	5					

Ontera - A Division of NorthernTel

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					34	14.85%
C 11-15			4	1.75%		
B 6-10			12	5.24%	1	0.44%
A 0-5	178	77.73%				
Subtotal	178	77.73%	16	6.99%	35	15.28%
Actionable Requests	229					

Orangeville Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			7	5.22%		
D 16+					2	1.49%
A 0-5	125	93.28%				
Subtotal	125	93.28%	7	5.22%	2	1.49%
Actionable Requests	134					

Member

Orangeville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	30	18.75%				
B 6-10			64	40.00%		
C 11-15			33	20.63%		
D 16+			19	11.88%	14	8.75%
Subtotal	30	18.75%	116	72.50%	14	8.75%
Actionable Requests	160					

Orangeville, Town of - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	52	86.67%				
B 6-10			8	13.33%		
Subtotal	52	86.67%	8	13.33%	0	
Actionable Requests	60					

Orillia, City of (EIS Dept)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	0.21%	2	0.43%
A 0-5	428	91.45%				
B 6-10			34	7.26%		
C 11-15			3	0.64%		
Subtotal	428	91.45%	38	8.12%	2	0.43%
Actionable Requests	468					

Oro-Medonte, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	28	100.00%				
Subtotal	28	100.00%	0		0	
Actionable Requests	28					

Oshawa PUC Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	517	94.17%				
B 6-10			20	3.64%	3	0.55%

Member

C 11-15			3	0.55%	1	0.18%
D 16+			3	0.55%	2	0.36%
Subtotal	517	94.17%	26	4.74%	6	1.09%

Actionable Requests 549

Oshawa, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			4	1.10%		
D 16+			2	0.55%	2	0.55%
B 6-10			14	3.86%		
A 0-5	341	93.94%				
Subtotal	341	93.94%	20	5.51%	2	0.55%

Actionable Requests 363

Oshawa, City of - Catch Basins

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	7.14%		
A 0-5	13	92.86%				
Subtotal	13	92.86%	1	7.14%	0	

Actionable Requests 14

Otonabee-South Monaghan

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	33.33%		
C 11-15			3	25.00%		
D 16+			1	8.33%	4	33.33%
Subtotal	0		8	66.67%	4	33.33%

Actionable Requests 12

Ottawa River Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	207	100.00%				
Subtotal	207	100.00%	0		0	

Actionable Requests 207

Member

Ottawa, City of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.03%		
A 0-5	3,354	96.77%				
B 6-10			109	3.14%	2	0.06%
Subtotal	3354	96.77%	110	3.17%	2	0.06%
Actionable Requests	3466					

Ottawa, City of - Traffic Signals -976

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	720	99.72%				
B 6-10			2	0.28%		
Subtotal	720	99.72%	2	0.28%	0	
Actionable Requests	722					

Ottawa, City of - Water-Sewer - 975

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3,931	99.85%				
B 6-10			6	0.15%		
Subtotal	3931	99.85%	6	0.15%	0	
Actionable Requests	3937					

Ottawa, University of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					7	100.00%
Subtotal	0		0		7	100.00%
Actionable Requests	7					

Owen Sound, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	118	88.72%				
B 6-10			15	11.28%		
Subtotal	118	88.72%	15	11.28%	0	
Actionable Requests	133					

Member

Oxford, County of - Fiber

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	100.00%				
Subtotal	7	100.00%	0		0	
Actionable Requests	7					

Oxford, County of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	80.00%				
B 6-10			1	20.00%		
Subtotal	4	80.00%	1	20.00%	0	
Actionable Requests	5					

Oxford, County of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	83.33%				
B 6-10			2	16.67%		
Subtotal	10	83.33%	2	16.67%	0	
Actionable Requests	12					

Oxford, County of - Water & Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	370	99.46%				
B 6-10			1	0.27%		
D 16+					1	0.27%
Subtotal	370	99.46%	1	0.27%	1	0.27%
Actionable Requests	372					

Packet Works

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	92.31%				
D 16+					1	7.69%
Subtotal	12	92.31%	0		1	7.69%
Actionable Requests	13					

Member

Parkhill Wind Farm (Nextera)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	85	97.70%				
D 16+					2	2.30%
Subtotal	85	97.70%	0		2	2.30%
Actionable Requests	87					

Parkland Fuel Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Parry Sound, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	32	84.21%				
B 6-10			6	15.79%		
Subtotal	32	84.21%	6	15.79%	0	
Actionable Requests	38					

Pearson (PIFF) and GTAA

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Peel Region - Monitored Sites

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	27.27%				
B 6-10			1	4.55%		
D 16+					15	68.18%
Subtotal	6	27.27%	1	4.55%	15	68.18%
Actionable Requests	22					

Peel, Region of - Brampton - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

A 0-5	188	78.66%				
D 16+			2	0.84%	5	2.09%
B 6-10			34	14.23%		
C 11-15			4	1.67%	6	2.51%
Subtotal	188	78.66%	40	16.74%	11	4.60%

Actionable Requests

239

Peel, Region of - Brampton - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	53	69.74%				
B 6-10			11	14.47%	3	3.95%
C 11-15			3	3.95%	3	3.95%
D 16+			3	3.95%		
Subtotal	53	69.74%	17	22.37%	6	7.89%

Actionable Requests

76

Peel, Region of - Brampton - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			39	9.58%	2	0.49%
C 11-15			6	1.47%	1	0.25%
A 0-5	342	84.03%				
D 16+			4	0.98%	13	3.19%
Subtotal	342	84.03%	49	12.04%	16	3.93%

Actionable Requests

407

Peel, Region of - Caledon - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			8	8.42%		
A 0-5	41	43.16%				
B 6-10			33	34.74%		
C 11-15			13	13.68%		
Subtotal	41	43.16%	54	56.84%	0	

Actionable Requests

95

Member

Peel, Region of - Caledon - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	2.67%	1	1.33%
C 11-15			10	13.33%		
A 0-5	43	57.33%				
B 6-10			19	25.33%		
Subtotal	43	57.33%	31	41.33%	1	1.33%
Actionable Requests	75					

Peel, Region of - Caledon - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	502	77.59%				
B 6-10			77	11.90%		
C 11-15			36	5.56%	3	0.46%
D 16+			14	2.16%	15	2.32%
Subtotal	502	77.59%	127	19.63%	18	2.78%
Actionable Requests	647					

Peel, Region of - Mississauga - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	432	72.85%				
B 6-10			72	12.14%	6	1.01%
C 11-15			17	2.87%	8	1.35%
D 16+			15	2.53%	43	7.25%
Subtotal	432	72.85%	104	17.54%	57	9.61%
Actionable Requests	593					

Peel, Region of - Mississauga - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	64.10%				
D 16+			1	1.28%	6	7.69%
B 6-10			16	20.51%	2	2.56%
C 11-15			2	2.56%	1	1.28%

Member

Subtotal	50	64.10%	19	24.36%	9	11.54%
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Actionable Requests	78					
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Peel, Region of - Mississauga - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	577	76.42%				
B 6-10			57	7.55%		
C 11-15			9	1.19%	6	0.79%
D 16+			16	2.12%	90	11.92%
Subtotal	577	76.42%	82	10.86%	96	12.72%

Actionable Requests	755					
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Peel, Region of - Traffic Signals

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	223	99.55%				
D 16+					1	0.45%
Subtotal	223	99.55%	0		1	0.45%

Actionable Requests	224					
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Peel, Region of (Peel Fibre Optics)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	483	70.10%				
B 6-10			101	14.66%		
C 11-15			31	4.50%		
D 16+			27	3.92%	47	6.82%
Subtotal	483	70.10%	159	23.08%	47	6.82%

Actionable Requests	689					
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Pelham, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			3	0.73%		
D 16+					89	21.65%
A 0-5	319	77.62%				
Subtotal	319	77.62%	3	0.73%	89	21.65%

Actionable Requests	411					
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Member

Pembina Pipeline						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	50.00%		
A 0-5	1	50.00%				
Subtotal	1	50.00%	1	50.00%	0	
Actionable Requests	2					

Pembroke, City of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	113	97.41%				
D 16+					3	2.59%
Subtotal	113	97.41%	0		3	2.59%
Actionable Requests	116					

Penetanguishene, Town of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	27	46.55%				
B 6-10			20	34.48%		
C 11-15			9	15.52%		
D 16+					2	3.45%
Subtotal	27	46.55%	29	50.00%	2	3.45%
Actionable Requests	58					

Perth East, Township of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	52	91.23%				
B 6-10			4	7.02%		
D 16+					1	1.75%
Subtotal	52	91.23%	4	7.02%	1	1.75%
Actionable Requests	57					

Perth South, Township of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				

Member

Subtotal	1	100.00%	0		0	
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Actionable Requests	1					
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Perth, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	13.79%		
D 16+			1	3.45%	2	6.90%
A 0-5	22	75.86%				
Subtotal	22	75.86%	5	17.24%	2	6.90%

Actionable Requests	29					
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Petawawa, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			42	10.34%		
C 11-15			13	3.20%		
D 16+			15	3.69%	40	9.85%
A 0-5	296	72.91%				
Subtotal	296	72.91%	70	17.24%	40	9.85%

Actionable Requests	406					
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Peterborough Utilities (water, wastewater)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	341	95.52%				
B 6-10			16	4.48%		
Subtotal	341	95.52%	16	4.48%	0	

Actionable Requests	357					
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Peterborough, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	760	97.06%				
B 6-10			16	2.04%		
D 16+			1	0.13%	6	0.77%
Subtotal	760	97.06%	17	2.17%	6	0.77%

Actionable Requests	783					
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Member

Peterborough, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	135	99.26%				
D 16+					1	0.74%
Subtotal	135	99.26%	0		1	0.74%
Actionable Requests	136					

Petro-Canada Lubricants

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Petrolia, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			7	12.73%		
C 11-15			6	10.91%		
A 0-5	41	74.55%				
D 16+					1	1.82%
Subtotal	41	74.55%	13	23.64%	1	1.82%
Actionable Requests	55					

Pickering, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					319	100.00%
Subtotal	0		0		319	100.00%
Actionable Requests	319					

Pickle Lake, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					7	100.00%
Subtotal	0		0		7	100.00%
Actionable Requests	7					

Pine Valley Drive - Private owner

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests 1

Plains Midstream Pipeline

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	55	100.00%	
Subtotal	55	100.00%	0

Actionable Requests 55

Plateau Wind Farm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		1	7.69%
Subtotal	0	1	7.69%

Actionable Requests 13

Plympton-Wyoming, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	103	91.96%	
B 6-10		5	4.46%
D 16+		3	2.68%
Subtotal	103	91.96%	8

Actionable Requests 112

Point Edward, Village of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	30	78.95%	
D 16+		6	15.79%
Subtotal	30	78.95%	6

Actionable Requests 38

Port Burwell Area Secondary Water Supply

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		8	57.14%
A 0-5	6	42.86%	

Member

Subtotal	6	42.86%	8	57.14%	0	
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Actionable Requests	14					
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Port Colborne, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					2	1.67%
B 6-10			1	0.83%		
A 0-5	117	97.50%				
Subtotal	117	97.50%	1	0.83%	2	1.67%

Actionable Requests	120					
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Port Dover and Nanticoke Wind Project

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	10	100.00%				
Subtotal	10	100.00%	0		0	

Actionable Requests	10					
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Port Hope, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	90	91.84%				
B 6-10			8	8.16%		
Subtotal	90	91.84%	8	8.16%	0	

Actionable Requests	98					
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Powassan, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					10	100.00%
Subtotal	0		0		10	100.00%

Actionable Requests	10					
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Prescott & Russell, United Counties of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					35	100.00%
Subtotal	0		0		35	100.00%

Actionable Requests	35					
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Member

Prescott, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	34	80.95%				
D 16+					8	19.05%
Subtotal	34	80.95%	0		8	19.05%
Actionable Requests	42					

Primus Management ULC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					5	100.00%
Subtotal	0		0		5	100.00%
Actionable Requests	5					

Prince Edward, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	221	98.66%				
B 6-10			2	0.89%		
C 11-15			1	0.45%		
Subtotal	221	98.66%	3	1.34%	0	
Actionable Requests	224					

Public Services and Procurement Canada - Services publics et

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	36	50.00%				
B 6-10			7	9.72%		
D 16+					29	40.28%
Subtotal	36	50.00%	7	9.72%	29	40.28%
Actionable Requests	72					

Puslinch, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Member

Q9 Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	29.03%				
D 16+					22	70.97%
Subtotal	9	29.03%	0		22	70.97%
Actionable Requests	31					

Quadro Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	330	85.94%				
B 6-10			23	5.99%		
D 16+					31	8.07%
Subtotal	330	85.94%	23	5.99%	31	8.07%
Actionable Requests	384					

Queens University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	88.89%				
D 16+			1	3.70%	2	7.41%
Subtotal	24	88.89%	1	3.70%	2	7.41%
Actionable Requests	27					

Queens University Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	78.57%				
D 16+					6	21.43%
Subtotal	22	78.57%	0		6	21.43%
Actionable Requests	28					

Quinte West, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			19	3.79%		
D 16+					1	0.20%
A 0-5	481	96.01%				

Member

Subtotal	481	96.01%	19	3.79%	1	0.20%
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Actionable Requests	501					
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Rainy River, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	14.29%		
D 16+					4	57.14%
A 0-5	2	28.57%				
Subtotal	2	28.57%	1	14.29%	4	57.14%

Actionable Requests	7					
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Ramara, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	35	89.74%				
B 6-10			3	7.69%		
D 16+					1	2.56%
Subtotal	35	89.74%	3	7.69%	1	2.56%

Actionable Requests	39					
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Red Lake, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	94.12%				
D 16+					1	5.88%
Subtotal	16	94.12%	0		1	5.88%

Actionable Requests	17					
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Red Rock, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	71.43%				
D 16+					2	28.57%
Subtotal	5	71.43%	0		2	28.57%

Actionable Requests	7					
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Region of Waterloo (North Dumfries Wellesley Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	3.51%

Member

A 0-5	53	92.98%				
B 6-10			2	3.51%		
Subtotal	53	92.98%	2	3.51%	2	3.51%

Actionable Requests 57

Region of Waterloo, Rapid Transit

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		1	1.85%
A 0-5	48	88.89%	
B 6-10		5	9.26%
Subtotal	48	88.89%	6

Actionable Requests 54

Renfrew Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	63	100.00%	
Subtotal	63	100.00%	0

Actionable Requests 63

Renfrew, County of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	77	92.77%	
B 6-10		6	7.23%
Subtotal	77	92.77%	6

Actionable Requests 83

Renfrew, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	57	91.94%	
B 6-10		4	6.45%
D 16+			1
Subtotal	57	91.94%	4

Actionable Requests 62

Richmond Hill, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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Member

A 0-5	694	96.52%				
B 6-10			25	3.48%		
Subtotal	694	96.52%	25	3.48%	0	

Actionable Requests 719

Richmond Hill, City of - Traffic Signals

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					17	100.00%
Subtotal	0		0		17	100.00%

Actionable Requests 17

Rideau Lakes, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	2	66.67%				
B 6-10			1	33.33%		
Subtotal	2	66.67%	1	33.33%	0	

Actionable Requests 3

Rideau St Lawrence Utilities

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	87	85.29%				
B 6-10			15	14.71%		
Subtotal	87	85.29%	15	14.71%	0	

Actionable Requests 102

Rogers Communications

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	20,256	90.36%				
B 6-10			1058	4.72%	1	0.00%
C 11-15			389	1.74%		
D 16+			243	1.08%	470	2.10%
Subtotal	20256	90.36%	1690	7.54%	471	2.10%

Actionable Requests 22417

Romney Wind Energy Centre LP

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	

Actionable Requests

4

Rowe Energy Corporation

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	

Actionable Requests

1

Roxborough Telephone Co Ltd

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	16	69.57%				
B 6-10			1	4.35%		
C 11-15			2	8.70%		
D 16+			3	13.04%	1	4.35%
Subtotal	16	69.57%	6	26.09%	1	4.35%

Actionable Requests

23

Ruralwave

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	109	96.46%				
B 6-10			4	3.54%		
Subtotal	109	96.46%	4	3.54%	0	

Actionable Requests

113

Russell, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	117	87.31%				
D 16+					4	2.99%
B 6-10			12	8.96%		
C 11-15			1	0.75%		
Subtotal	117	87.31%	13	9.70%	4	2.99%

Actionable Requests

134

Member

Sables-Spanish Rivers, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	66.67%				
D 16+			2	33.33%		
Subtotal	4	66.67%	2	33.33%	0	
Actionable Requests	6					

Sarnia, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	684	99.13%				
B 6-10			5	0.72%		
D 16+					1	0.14%
Subtotal	684	99.13%	5	0.72%	1	0.14%
Actionable Requests	690					

Saugeen First Nations Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%
Actionable Requests	4					

Saugeen Shores, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	313	92.33%				
B 6-10			25	7.37%		
D 16+					1	0.29%
Subtotal	313	92.33%	25	7.37%	1	0.29%
Actionable Requests	339					

Sault Ste Marie PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,049	99.43%				
B 6-10			6	0.57%		
Subtotal	1049	99.43%	6	0.57%	0	
Actionable Requests	1055					

Member

Sault Ste Marie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	109	97.32%				
B 6-10			3	2.68%		
Subtotal	109	97.32%	3	2.68%	0	
Actionable Requests	112					

Schreiber, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	50.00%				
B 6-10			2	50.00%		
Subtotal	2	50.00%	2	50.00%	0	
Actionable Requests	4					

Scugog, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	88	81.48%				
B 6-10			19	17.59%		
D 16+					1	0.93%
Subtotal	88	81.48%	19	17.59%	1	0.93%
Actionable Requests	108					

Seguin, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Selwyn, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	92.31%				
D 16+					1	7.69%
Subtotal	12	92.31%	0		1	7.69%
Actionable Requests	13					

Member

Severn, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	56	100.00%				
Subtotal	56	100.00%	0		0	
Actionable Requests	56					

Shaw Cable Systems

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	883	92.65%				
B 6-10			37	3.88%		
C 11-15			7	0.73%		
D 16+			1	0.10%	25	2.62%
Subtotal	883	92.65%	45	4.72%	25	2.62%
Actionable Requests	953					

Shelburne, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	27	100.00%				
Subtotal	27	100.00%	0		0	
Actionable Requests	27					

Shell Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	50.00%				
D 16+					1	50.00%
Subtotal	1	50.00%	0		1	50.00%
Actionable Requests	2					

Shell Canada - Sault Ste. Marie

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Shuniah, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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Member

D 16+					2	100.00%
Subtotal	0		0		2	100.00%

Actionable Requests 2

Sick Kids Hospital

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					3	100.00%
Subtotal	0		0		3	100.00%

Actionable Requests 3

Silver Bay Water

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					3	100.00%
Subtotal	0		0		3	100.00%

Actionable Requests 3

Silvercreek Nominee Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	5	83.33%				
B 6-10			1	16.67%		
Subtotal	5	83.33%	1	16.67%	0	

Actionable Requests 6

Simcoe County District School Board

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					3	100.00%
Subtotal	0		0		3	100.00%

Actionable Requests 3

Simcoe, County of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	29	100.00%				
Subtotal	29	100.00%	0		0	

Actionable Requests 29

Member

Sioux Lookout Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	21	100.00%				
Subtotal	21	100.00%	0		0	
Actionable Requests	21					

Sioux Lookout, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	87.50%				
B 6-10			1	12.50%		
Subtotal	7	87.50%	1	12.50%	0	
Actionable Requests	8					

Six Nations Gas

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			8	7.84%	3	2.94%
A 0-5	8	7.84%				
B 6-10			62	60.78%		
C 11-15			21	20.59%		
Subtotal	8	7.84%	91	89.22%	3	2.94%
Actionable Requests	102					

Sky Generation (Sprott Power)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Skyway 8

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	44.44%				
B 6-10			4	22.22%		
C 11-15			6	33.33%		
Subtotal	8	44.44%	10	55.56%	0	
Actionable Requests	18					

Member

Smiths Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			15	18.99%		
A 0-5	64	81.01%				
Subtotal	64	81.01%	15	18.99%	0	
Actionable Requests	79					

Smooth Rock Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					14	100.00%
Subtotal	0		0		14	100.00%
Actionable Requests	14					

Snowy Ridge Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	50.00%		
A 0-5	1	50.00%				
Subtotal	1	50.00%	1	50.00%	0	
Actionable Requests	2					

South Bruce Peninsula, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	1.14%	9	10.23%
A 0-5	48	54.55%				
B 6-10			27	30.68%		
C 11-15			3	3.41%		
Subtotal	48	54.55%	31	35.23%	9	10.23%
Actionable Requests	88					

South Bruce, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	4.48%
C 11-15			19	28.36%		
A 0-5	18	26.87%				
B 6-10			27	40.30%		

Member

Subtotal	18	26.87%	46	68.66%	3	4.48%
Actionable Requests	67					

South Dundas, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	51	98.08%				
B 6-10			1	1.92%		
Subtotal	51	98.08%	1	1.92%	0	
Actionable Requests	52					

South Frontenac, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	84.75%				
B 6-10			1	1.69%		
C 11-15			1	1.69%		
D 16+					7	11.86%
Subtotal	50	84.75%	2	3.39%	7	11.86%
Actionable Requests	59					

South Glengarry, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	29	85.29%				
B 6-10			1	2.94%		
D 16+					4	11.76%
Subtotal	29	85.29%	1	2.94%	4	11.76%
Actionable Requests	34					

South Huron Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

South Huron, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					10	12.35%

Member

B 6-10			11	13.58%		
A 0-5	60	74.07%				
Subtotal	60	74.07%	11	13.58%	10	12.35%

Actionable Requests 81

South Kent Wind Project

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	13	81.25%				
B 6-10			3	18.75%		
Subtotal	13	81.25%	3	18.75%	0	

Actionable Requests 16

South River, Village of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	15	93.75%				
D 16+					1	6.25%
Subtotal	15	93.75%	0		1	6.25%

Actionable Requests 16

South Stormont, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	95	96.94%				
B 6-10			1	1.02%		
D 16+					2	2.04%
Subtotal	95	96.94%	1	1.02%	2	2.04%

Actionable Requests 98

Southgate, Township

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	27	47.37%				
B 6-10			1	1.75%		
C 11-15			1	1.75%		
D 16+					28	49.12%
Subtotal	27	47.37%	2	3.51%	28	49.12%

Actionable Requests 57

Member

Southwest Middlesex, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	68	80.95%				
B 6-10			8	9.52%		
D 16+			1	1.19%	7	8.33%
Subtotal	68	80.95%	9	10.71%	7	8.33%
Actionable Requests	84					

South-West Oxford, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					36	100.00%
Subtotal	0		0		36	100.00%
Actionable Requests	36					

Southwold, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	0.82%				
D 16+					121	99.18%
Subtotal	1	0.82%	0		121	99.18%
Actionable Requests	122					

SP Belle River Wind LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Spanish, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Spectrum Telecom Group Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	28.57%				

Member

D 16+					5	71.43%
Subtotal	2	28.57%	0		5	71.43%

Actionable Requests

7

Springwater, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	41.38%				
B 6-10			10	34.48%		
D 16+					7	24.14%
Subtotal	12	41.38%	10	34.48%	7	24.14%

Actionable Requests

29

St. Catharines, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.17%		
B 6-10			16	2.70%	1	0.17%
A 0-5	574	96.80%				
D 16+			1	0.17%		
Subtotal	574	96.80%	18	3.04%	1	0.17%

Actionable Requests

593

St. Charles, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	33.33%				
D 16+					4	66.67%
Subtotal	2	33.33%	0		4	66.67%

Actionable Requests

6

St. Clair, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	91	54.49%				
D 16+					76	45.51%
Subtotal	91	54.49%	0		76	45.51%

Actionable Requests

167

Member

St. Columban Wind Farms LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	100.00%				
Subtotal	5	100.00%	0		0	
Actionable Requests	5					

St. Josephs Health Care (London)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

St. Marys General Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

St. Marys, Separated Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	64	100.00%				
Subtotal	64	100.00%	0		0	
Actionable Requests	64					

St. Michael's Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					8	100.00%
Subtotal	0		0		8	100.00%
Actionable Requests	8					

St. Thomas, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			27	4.68%	16	2.77%
A 0-5	433	75.04%				
B 6-10			81	14.04%		
C 11-15			20	3.47%		

Member

Subtotal	433	75.04%	128	22.18%	16	2.77%
Actionable Requests	577					

Start Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			17	4.45%	38	9.95%
C 11-15			22	5.76%		
A 0-5	273	71.47%				
B 6-10			28	7.33%	4	1.05%
Subtotal	273	71.47%	67	17.54%	42	10.99%
Actionable Requests	382					

Stelco Steel Hamilton Works

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	100.00%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Stirling-Rawdon, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	100.00%				
Subtotal	24	100.00%	0		0	
Actionable Requests	24					

Stone Mills, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Storm Internet

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	57.14%				
D 16+					9	42.86%

Member

Subtotal	12	57.14%	0		9	42.86%
Actionable Requests	21					

Stormont, Dundas & Glengarry, United Counties (SDG01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Stormont, Dundas & Glengarry, United Counties (SDG02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	100.00%				
Subtotal	22	100.00%	0		0	
Actionable Requests	22					

Stratford, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			14	4.70%	141	47.32%
A 0-5	74	24.83%				
B 6-10			29	9.73%		
C 11-15			40	13.42%		
Subtotal	74	24.83%	83	27.85%	141	47.32%
Actionable Requests	298					

Strathroy-Caradoc, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	109	100.00%				
Subtotal	109	100.00%	0		0	
Actionable Requests	109					

Stubbs Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					10	100.00%
Subtotal	0		0		10	100.00%
Actionable Requests	10					

Member

Sudbury District Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Sun Canadian Pipelines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	381	98.20%				
D 16+					7	1.80%
Subtotal	381	98.20%	0		7	1.80%
Actionable Requests	388					

Sun Canadian Pipelines - Sarnia Area

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	33	100.00%				
Subtotal	33	100.00%	0		0	
Actionable Requests	33					

Suncor Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Suncor Energy Products (SNCP03)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	25.00%		
D 16+					3	75.00%
Subtotal	0		1	25.00%	3	75.00%
Actionable Requests	4					

Suncor Energy Products (SNCP04)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				

Member

Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Suncor Energy Products (SNCP05)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					5	100.00%
Subtotal	0		0		5	100.00%
Actionable Requests	5					

Suncor Pipelines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	100.00%		
Subtotal	0		1	100.00%	0	
Actionable Requests	1					

Sundridge, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Superior View Gas Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			10	18.87%		
C 11-15			6	11.32%		
A 0-5	5	9.43%				
D 16+			14	26.42%	18	33.96%
Subtotal	5	9.43%	30	56.60%	18	33.96%
Actionable Requests	53					

SWNS LP - Napier Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	
Actionable Requests	1					

Member

Synergy North - Kenora

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	30	100.00%				
Subtotal	30	100.00%	0		0	
Actionable Requests	30					

Synergy North - Thunder Bay

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	842	92.12%				
B 6-10			71	7.77%		
C 11-15			1	0.11%		
Subtotal	842	92.12%	72	7.88%	0	
Actionable Requests	914					

Talbot Windfarm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	85.71%				
D 16+					1	14.29%
Subtotal	6	85.71%	0		1	14.29%
Actionable Requests	7					

Tay, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	27	67.50%				
B 6-10			9	22.50%		
D 16+					4	10.00%
Subtotal	27	67.50%	9	22.50%	4	10.00%
Actionable Requests	40					

Tay, Township of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	100.00%		
Subtotal	0		2	100.00%	0	
Actionable Requests	2					

Member

TBayTel						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					21	2.25%
C 11-15			1	0.11%		
A 0-5	813	87.14%				
B 6-10			98	10.50%		
Subtotal	813	87.14%	99	10.61%	21	2.25%
Actionable Requests	933					

Tecumseh, Town of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	54	50.00%				
B 6-10			45	41.67%		
C 11-15			3	2.78%		
D 16+					6	5.56%
Subtotal	54	50.00%	48	44.44%	6	5.56%
Actionable Requests	108					

Tehkummah, Township of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

TekSavvy Solutions Inc						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	201	88.16%				
B 6-10			11	4.82%		
D 16+			1	0.44%	15	6.58%
Subtotal	201	88.16%	12	5.26%	15	6.58%
Actionable Requests	228					

telMAX Inc						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	236	76.87%				

Member

B 6-10			16	5.21%		
D 16+			1	0.33%	54	17.59%
Subtotal	236	76.87%	17	5.54%	54	17.59%
Actionable Requests	307					

Telus

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,662	91.98%				
D 16+			1	0.03%	19	0.66%
B 6-10			203	7.01%		
C 11-15			9	0.31%		
Subtotal	2662	91.98%	213	7.36%	19	0.66%
Actionable Requests	2894					

Temagami, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Temiskaming Shores, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	47	100.00%				
Subtotal	47	100.00%	0		0	
Actionable Requests	47					

TeraGo Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	12.50%				
B 6-10			1	12.50%		
C 11-15			1	12.50%		
D 16+					5	62.50%
Subtotal	1	12.50%	2	25.00%	5	62.50%
Actionable Requests	8					

Member

Teraspan Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	34	97.14%				
D 16+					1	2.86%
Subtotal	34	97.14%	0		1	2.86%
Actionable Requests	35					

Terrace Bay, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	83.33%				
D 16+					1	16.67%
Subtotal	5	83.33%	0		1	16.67%
Actionable Requests	6					

Thames Centre, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	64.47%				
D 16+					4	5.26%
B 6-10			22	28.95%		
C 11-15			1	1.32%		
Subtotal	49	64.47%	23	30.26%	4	5.26%
Actionable Requests	76					

Thames Centre, Municipality of – Storm Sewer, Drains, Streetli

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	149	70.62%				
B 6-10			16	7.58%		
D 16+					46	21.80%
Subtotal	149	70.62%	16	7.58%	46	21.80%
Actionable Requests	211					

Thessalon, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	66.67%				
C 11-15			1	33.33%		

Member

Subtotal	2	66.67%	1	33.33%	0	
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Actionable Requests	3					
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Thorold, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	370	97.63%				
B 6-10			9	2.37%		
Subtotal	370	97.63%	9	2.37%	0	

Actionable Requests	379					
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Thunder Bay Regional Health Sciences Centre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	100.00%
Subtotal	0		0		1	100.00%

Actionable Requests	1					
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Thunder Bay, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					41	4.75%
A 0-5	673	77.98%				
B 6-10			142	16.45%		
C 11-15			7	0.81%		
Subtotal	673	77.98%	149	17.27%	41	4.75%

Actionable Requests	863					
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Thunder Bay, City of - Parks Property

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			1	0.75%		
A 0-5	131	98.50%				
B 6-10			1	0.75%		
Subtotal	131	98.50%	2	1.50%	0	

Actionable Requests	133					
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Tillsonburg Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	183	100.00%				
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Member

Subtotal	183	100.00%	0		0	
Actionable Requests	183					

Tillsonburg, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	171	100.00%	
Subtotal	171	100.00%	0
Actionable Requests	171		

Timmins, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	174	100.00%	
Subtotal	174	100.00%	0
Actionable Requests	174		

Timmins, City of - Traffic and Street Lights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	49	72.06%	
D 16+			19
Subtotal	49	72.06%	19
Actionable Requests	68		

Tiny, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	60	89.55%	
B 6-10		6	8.96%
D 16+			1
Subtotal	60	89.55%	6
Actionable Requests	67		

Toronto Community Housing

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			4
Subtotal	0	0	4
Actionable Requests	4		

Member

Toronto East Health Network

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%
Actionable Requests	4					

Toronto Gas Extraction

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	85.71%				
D 16+					1	14.29%
Subtotal	6	85.71%	0		1	14.29%
Actionable Requests	7					

Toronto Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8,762	91.29%				
B 6-10			478	4.98%	20	0.21%
C 11-15			145	1.51%	3	0.03%
D 16+			125	1.30%	65	0.68%
Subtotal	8762	91.29%	748	7.79%	88	0.92%
Actionable Requests	9598					

Toronto Metropolitan University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	33.33%				
B 6-10			4	66.67%		
Subtotal	2	33.33%	4	66.67%	0	
Actionable Requests	6					

Toronto Transit Commission (TTC) - Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	193	82.13%				
B 6-10			6	2.55%		
C 11-15			1	0.43%		
D 16+			3	1.28%	32	13.62%

Member

Subtotal	193	82.13%	10	4.26%	32	13.62%
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Actionable Requests	235					
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Toronto Transit Commission (TTC) - Electrical Lines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			23	3.73%		
D 16+			5	0.81%	244	39.55%
B 6-10			82	13.29%		
A 0-5	263	42.63%				
Subtotal	263	42.63%	110	17.83%	244	39.55%

Actionable Requests	617					
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Toronto Transit Commission (TTC) - Rail Structures

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	520	100.00%				
Subtotal	520	100.00%	0		0	

Actionable Requests	520					
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Toronto, City of - BIA

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	191	77.64%				
B 6-10			12	4.88%		
C 11-15			1	0.41%	1	0.41%
D 16+					41	16.67%
Subtotal	191	77.64%	13	5.28%	42	17.07%

Actionable Requests	246					
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Toronto, City of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,583	86.55%				
D 16+			34	1.86%	21	1.15%
B 6-10			116	6.34%	19	1.04%
C 11-15			51	2.79%	5	0.27%
Subtotal	1583	86.55%	201	10.99%	45	2.46%

Actionable Requests	1829					
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Member

Toronto, City of - Water and Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,939	88.36%				
B 6-10			212	6.37%	24	0.72%
C 11-15			55	1.65%	12	0.36%
D 16+			39	1.17%	45	1.35%
Subtotal	2939	88.36%	306	9.20%	81	2.44%
Actionable Requests	3326					

Toronto, University of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	45	73.77%				
B 6-10			12	19.67%		
D 16+					4	6.56%
Subtotal	45	73.77%	12	19.67%	4	6.56%
Actionable Requests	61					

Trans Canada Utilities for York Region Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	578	93.68%				
B 6-10			33	5.35%		
C 11-15			3	0.49%		
D 16+			3	0.49%		
Subtotal	578	93.68%	39	6.32%	0	
Actionable Requests	617					

TransCanada Pipelines - East

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			25	2.21%	2	0.18%
C 11-15			14	1.24%		
A 0-5	955	84.29%				
D 16+			44	3.88%	93	8.21%
Subtotal	955	84.29%	83	7.33%	95	8.38%
Actionable Requests	1133					

Member

TransCanada Pipelines - North

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			10	12.20%	6	7.32%
A 0-5	43	52.44%				
B 6-10			15	18.29%		
C 11-15			8	9.76%		
Subtotal	43	52.44%	33	40.24%	6	7.32%
Actionable Requests	82					

Trans-Northern Pipelines (TN01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	0.17%	52	8.81%
C 11-15					1	0.17%
A 0-5	527	89.32%				
B 6-10			6	1.02%	3	0.51%
Subtotal	527	89.32%	7	1.19%	56	9.49%
Actionable Requests	590					

Trans-Northern Pipelines (TN02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	76	86.36%				
B 6-10			4	4.55%		
C 11-15			1	1.14%	6	6.82%
D 16+			1	1.14%		
Subtotal	76	86.36%	6	6.82%	6	6.82%
Actionable Requests	88					

Trent Hills, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	36	90.00%				
B 6-10			3	7.50%		
D 16+					1	2.50%
Subtotal	36	90.00%	3	7.50%	1	2.50%
Actionable Requests	40					

Member

Trent Lakes, Municipality of							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
B 6-10			3	100.00%			
Subtotal	0		3	100.00%	0		
Actionable Requests	3						

Trent University							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
D 16+					6	75.00%	
A 0-5	1	12.50%					
B 6-10			1	12.50%			
Subtotal	1	12.50%	1	12.50%	6	75.00%	
Actionable Requests	8						

Tribute Gas							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
C 11-15			1	20.00%			
B 6-10			4	80.00%			
Subtotal	0		5	100.00%	0		
Actionable Requests	5						

Tuckersmith Communications							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	347	99.14%					
D 16+					3	0.86%	
Subtotal	347	99.14%	0		3	0.86%	
Actionable Requests	350						

Tweed, Municipality of							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
D 16+					13	100.00%	
Subtotal	0		0		13	100.00%	
Actionable Requests	13						

University Health Network							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		

Member

A 0-5	7	100.00%				
Subtotal	7	100.00%	0		0	

Actionable Requests 7

University Health Network - Princess Margaret

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			2
Subtotal	0	0	2

Actionable Requests 2

University Health Network - Toronto General

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			5
Subtotal	0	0	5

Actionable Requests 5

University Health Network - Toronto Western

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	3	100.00%	
Subtotal	3	100.00%	0

Actionable Requests 3

University of Western Ontario

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		1	2.86%
C 11-15		1	2.86%
D 16+		8	22.86%
Subtotal	0	10	28.57%

Actionable Requests 35

University of Windsor

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			8
Subtotal	0	0	8

Actionable Requests 8

Member

UpLink Communications Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	42.31%				
D 16+			1	1.92%	29	55.77%
Subtotal	22	42.31%	1	1.92%	29	55.77%
Actionable Requests	52					

Uxbridge, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	3.54%		
D 16+					20	17.70%
A 0-5	89	78.76%				
Subtotal	89	78.76%	4	3.54%	20	17.70%
Actionable Requests	113					

Val Rita-Harty, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	100.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Vale Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	100.00%				
Subtotal	22	100.00%	0		0	
Actionable Requests	22					

Vaughan, City of (Street Lights)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	323	38.73%				
B 6-10			67	8.03%		
C 11-15			44	5.28%		
D 16+			62	7.43%	338	40.53%
Subtotal	323	38.73%	173	20.74%	338	40.53%
Actionable Requests	834					

Member

Vaughan, City of (Traffic Signals)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	75.00%				
B 6-10			6	25.00%		
Subtotal	18	75.00%	6	25.00%	0	
Actionable Requests	24					

Vaughan, City of (Water, Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	449	100.00%				
Subtotal	449	100.00%	0		0	
Actionable Requests	449					

Vianet (768812 Ontario Inc)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			10	1.41%		
C 11-15			9	1.27%		
A 0-5	689	97.32%				
Subtotal	689	97.32%	19	2.68%	0	
Actionable Requests	708					

Videotron Senc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	193	42.14%				
B 6-10			29	6.33%	1	0.22%
C 11-15			13	2.84%		
D 16+			6	1.31%	216	47.16%
Subtotal	193	42.14%	48	10.48%	217	47.38%
Actionable Requests	458					

Wainfleet Wind Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					

Member

Walker Environmental Group Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	50.00%				
D 16+					2	50.00%
Subtotal	2	50.00%	0		2	50.00%
Actionable Requests	4					

Warwick, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	61.54%				
B 6-10			8	30.77%		
D 16+					2	7.69%
Subtotal	16	61.54%	8	30.77%	2	7.69%
Actionable Requests	26					

Wasaga Beach Distribution

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	175	100.00%				
Subtotal	175	100.00%	0		0	
Actionable Requests	175					

Wasaga Beach, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					10	5.65%
A 0-5	163	92.09%				
B 6-10			4	2.26%		
Subtotal	163	92.09%	4	2.26%	10	5.65%
Actionable Requests	177					

Waste Connections of Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%
Actionable Requests	4					

Member

Waste Management Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	50.00%
A 0-5	1	50.00%				
Subtotal	1	50.00%	0		1	50.00%
Actionable Requests	2					

Waterloo Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	29	93.55%				
B 6-10			1	3.23%		
D 16+					1	3.23%
Subtotal	29	93.55%	1	3.23%	1	3.23%
Actionable Requests	31					

Waterloo, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	623	95.85%				
B 6-10			2	0.31%		
C 11-15			1	0.15%		
D 16+					24	3.69%
Subtotal	623	95.85%	3	0.46%	24	3.69%
Actionable Requests	650					

Waterloo, Region of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	215	98.17%				
B 6-10			3	1.37%		
D 16+					1	0.46%
Subtotal	215	98.17%	3	1.37%	1	0.46%
Actionable Requests	219					

Waterloo, Region of - Rural Storm Sewers

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	4.12%		

Member

C 11-15			1	1.03%		
A 0-5	84	86.60%				
D 16+			4	4.12%	4	4.12%
Subtotal	84	86.60%	9	9.28%	4	4.12%

Actionable Requests 97

Waterloo, Region of (North Dumfries Wellesley Water)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	235	90.73%				
B 6-10			19	7.34%		
C 11-15			1	0.39%		
D 16+			1	0.39%	3	1.16%
Subtotal	235	90.73%	21	8.11%	3	1.16%

Actionable Requests 259

WaveDirect Telecommunications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	100.00%
Subtotal	0		0		4	100.00%

Actionable Requests 4

Wawa, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	50.00%				
B 6-10			3	30.00%		
D 16+					2	20.00%
Subtotal	5	50.00%	3	30.00%	2	20.00%

Actionable Requests 10

Welland Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	351	93.10%				
B 6-10			23	6.10%		
C 11-15			1	0.27%		
D 16+			1	0.27%	1	0.27%

Member

Subtotal	351	93.10%	25	6.63%	1	0.27%
Actionable Requests	377					

Welland, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	587	97.67%				
B 6-10			11	1.83%		
D 16+					3	0.50%
Subtotal	587	97.67%	11	1.83%	3	0.50%
Actionable Requests	601					

Welland, City of - Streetlights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	547	94.97%				
B 6-10			25	4.34%		
C 11-15			1	0.17%		
D 16+			1	0.17%	2	0.35%
Subtotal	547	94.97%	27	4.69%	2	0.35%
Actionable Requests	576					

Wellesley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	57	83.82%				
B 6-10			3	4.41%		
C 11-15			4	5.88%		
D 16+					4	5.88%
Subtotal	57	83.82%	7	10.29%	4	5.88%
Actionable Requests	68					

Wellington North Power Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	87	100.00%				
Subtotal	87	100.00%	0		0	
Actionable Requests	87					

Member

Wellington North, Township Of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	83	97.65%				
B 6-10			2	2.35%		
Subtotal	83	97.65%	2	2.35%	0	
Actionable Requests	85					

Wellington, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	3.45%
B 6-10			3	10.34%		
A 0-5	25	86.21%				
Subtotal	25	86.21%	3	10.34%	1	3.45%
Actionable Requests	29					

West Elgin, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			11	32.35%		
D 16+					6	17.65%
A 0-5	17	50.00%				
Subtotal	17	50.00%	11	32.35%	6	17.65%
Actionable Requests	34					

West Grey, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	37	94.87%				
D 16+					2	5.13%
Subtotal	37	94.87%	0		2	5.13%
Actionable Requests	39					

West Lincoln, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	96.00%				
D 16+					1	4.00%

Member

Subtotal	24	96.00%	0		1	4.00%
Actionable Requests	25					

West Nipissing, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	71	93.42%				
C 11-15			1	1.32%		
D 16+			1	1.32%	3	3.95%
Subtotal	71	93.42%	2	2.63%	3	3.95%
Actionable Requests	76					

West Perth, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	100.00%				
Subtotal	24	100.00%	0		0	
Actionable Requests	24					

West Windsor Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	100.00%				
Subtotal	4	100.00%	0		0	
Actionable Requests	4					

Westario Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			118	29.21%		
C 11-15			26	6.44%		
A 0-5	255	63.12%				
D 16+			4	0.99%	1	0.25%
Subtotal	255	63.12%	148	36.63%	1	0.25%
Actionable Requests	404					

Westport, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	50.00%				
D 16+					4	50.00%

Member

Subtotal	4	50.00%	0		4	50.00%
Actionable Requests	8					

Whitby, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	213	94.67%				
D 16+					12	5.33%
Subtotal	213	94.67%	0		12	5.33%
Actionable Requests	225					

Whitchurch-Stouffville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	501	99.40%				
B 6-10			3	0.60%		
Subtotal	501	99.40%	3	0.60%	0	
Actionable Requests	504					

White River, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	95.24%				
C 11-15			1	4.76%		
Subtotal	20	95.24%	1	4.76%	0	
Actionable Requests	21					

Whitewater Region, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	30.00%
A 0-5	6	60.00%				
C 11-15			1	10.00%		
Subtotal	6	60.00%	1	10.00%	3	30.00%
Actionable Requests	10					

Wightman Telecom Fibre Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			72	6.09%	1	0.08%
C 11-15			55	4.65%		

Member

B 6-10			307	25.97%		
A 0-5	747	63.20%				
Subtotal	747	63.20%	434	36.72%	1	0.08%

Actionable Requests 1182

Wilfrid Laurier University

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	9	100.00%	
Subtotal	9	100.00%	0

Actionable Requests 9

Wilmot, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	55	85.94%	
B 6-10		2	3.13%
D 16+			7
Subtotal	55	85.94%	2

Actionable Requests 64

Windsor Utilities Commission

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	389	94.42%	
B 6-10		22	5.34%
C 11-15		1	0.24%
Subtotal	389	94.42%	23

Actionable Requests 412

Windsor, City of - Sewer

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	834	98.93%	
B 6-10		9	1.07%
Subtotal	834	98.93%	9

Actionable Requests 843

Windsor, City of - Streetlights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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Member

D 16+					3	0.31%
A 0-5	944	98.95%				
B 6-10			7	0.73%		
Subtotal	944	98.95%	7	0.73%	3	0.31%

Actionable Requests

954

Windsor, City of - Traffic

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+					2	1.23%
A 0-5	158	97.53%				
B 6-10			2	1.23%		
Subtotal	158	97.53%	2	1.23%	2	1.23%

Actionable Requests

162

Wireless Farm Inc.

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	1	33.33%				
D 16+					2	66.67%
Subtotal	1	33.33%	0		2	66.67%

Actionable Requests

3

Woodstock, City of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	358	92.03%				
C 11-15			1	0.26%		
D 16+			1	0.26%	29	7.46%
Subtotal	358	92.03%	2	0.51%	29	7.46%

Actionable Requests

389

Woodstock, City of (Sanitary & Storm Sewer)

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	297	89.73%				
D 16+					34	10.27%
Subtotal	297	89.73%	0		34	10.27%

Actionable Requests

331

Member

Woodstock, City of (Street lights)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	201	92.20%				
C 11-15			1	0.46%		
D 16+			1	0.46%	15	6.88%
Subtotal	201	92.20%	2	0.92%	15	6.88%
Actionable Requests	218					

Woolwich, township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	290	98.98%				
B 6-10			3	1.02%		
Subtotal	290	98.98%	3	1.02%	0	
Actionable Requests	293					

WTC Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	80.33%				
B 6-10			10	16.39%		
D 16+					2	3.28%
Subtotal	49	80.33%	10	16.39%	2	3.28%
Actionable Requests	61					

Xplore Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	252	82.35%				
B 6-10			23	7.52%		
C 11-15			11	3.59%		
D 16+			9	2.94%	11	3.59%
Subtotal	252	82.35%	43	14.05%	11	3.59%
Actionable Requests	306					

Xplore Inc - formerly Metroloop

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	401	67.39%				

Member

B 6-10			119	20.00%		
C 11-15			68	11.43%		
D 16+			7	1.18%		
Subtotal	401	67.39%	194	32.61%	0	

Actionable Requests 595

Xstrata

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	100.00%				
Subtotal	1	100.00%	0		0	

Actionable Requests 1

York University

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					14	100.00%
Subtotal	0		0		14	100.00%

Actionable Requests 14

York, Region of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	527	99.43%				
D 16+					3	0.57%
Subtotal	527	99.43%	0		3	0.57%

Actionable Requests 530

York, Region of (Traffic, St Lights, Storm Sewer, Culverts)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1,001	78.14%				
B 6-10			222	17.33%		
C 11-15			14	1.09%		
D 16+			9	0.70%	35	2.73%
Subtotal	1001	78.14%	245	19.13%	35	2.73%

Actionable Requests 1281

Zayo Canada Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

A 0-5	613	44.74%				
B 6-10			69	5.04%		
C 11-15			96	7.01%		
D 16+			17	1.24%	575	41.97%
Subtotal	613	44.74%	182	13.28%	575	41.97%

Actionable Requests 1370

Zayo Canada Inc (ZAYOON10)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	47	25.97%				
B 6-10			2	1.10%		
D 16+					132	72.93%
Subtotal	47	25.97%	2	1.10%	132	72.93%

Actionable Requests 181

Zibi Community Utility LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	100.00%
Subtotal	0		0		3	100.00%

Actionable Requests 3

Zorra, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	131	100.00%				
Subtotal	131	100.00%	0		0	

Actionable Requests 131