



Locate Delivery Performance

Start Date
 End Date

	Compliant	Non-Compliant	Non-Compliant No Response
Subtotal	331,238	39,499	26,129
	83.46%	9.95%	6.58%
Actionable Requests	396,866		

Member

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			25	6.53%		
C 11-15			25	6.53%		
D 16+			50	13.05%	60	15.67%
A 0-5	223	58.22%				
Subtotal	223	58.22%	100	26.11%	60	15.67%
Actionable Requests	383					

156 Columbia St Inc

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

1682468 Corp

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

2825784 Ontario 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					

Member

407 ETR Concession Company Limited

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	59	45.04%				
B 6-10			21	16.03%		
C 11-15					1	0.76%
D 16+			2	1.53%	48	36.64%
Subtotal	59	45.04%	23	17.56%	49	37.40%
Actionable Requests	131					

Acronym Solutions Formerly Hydro One Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	0.28%	15	4.14%
A 0-5	341	94.20%				
B 6-10			4	1.10%		
C 11-15			1	0.28%		
Subtotal	341	94.20%	6	1.66%	15	4.14%
Actionable Requests	362					

Adelaide Wind Limited Partnership

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

Adelaide-Metcalfe, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			8	15.09%		
C 11-15			18	33.96%	1	1.89%
D 16+			3	5.66%	23	43.40%
Subtotal	0		29	54.72%	24	45.28%
Actionable Requests	53					

Adjala-Tosorontio, Municipality of

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

Member

Subtotal	14	100.00%	0		0	
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Actionable Requests	14					
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Admaston-Bromley, Township of

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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Agilis

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	1.09%		
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C 11-15					1	1.09%
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A 0-5	58	63.04%				
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D 16+					32	34.78%
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Subtotal	58	63.04%	1	1.09%	33	35.87%
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Actionable Requests	92					
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AIM Harrow Wind Farm

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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AIM SOP Phase I LP

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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Air Liquide Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	9	100.00%				
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Subtotal	9	100.00%	0		0	
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Actionable Requests	9					
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Member

Air Products Canada

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

Ajax, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			12	1.88%	43	6.74%
A 0-5	491	76.96%				
B 6-10			60	9.40%	3	0.47%
C 11-15			16	2.51%	13	2.04%
Subtotal	491	76.96%	88	13.79%	59	9.25%
Actionable Requests	638					

Alectra Brampton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,691	98.66%				
B 6-10			21	1.23%		
C 11-15			1	0.06%		
D 16+					1	0.06%
Subtotal	1691	98.66%	22	1.28%	1	0.06%
Actionable Requests	1714					

Alectra Mississauga (Formerly Enersource)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			147	5.78%	12	0.47%
C 11-15			44	1.73%	20	0.79%
A 0-5	2,252	88.56%				
D 16+			21	0.83%	47	1.85%
Subtotal	2252	88.56%	212	8.34%	79	3.11%
Actionable Requests	2543					

Alectra Utilities

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

D 16+			14	1.40%	19	1.90%
A 0-5	852	85.29%				
B 6-10			96	9.61%	3	0.30%
C 11-15			10	1.00%	5	0.50%
Subtotal	852	85.29%	120	12.01%	27	2.70%

Actionable Requests 999

Alectra Utilities - Hamilton Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		45	5.23%
C 11-15		67	0.46%
A 0-5	2,021	83.93%	
B 6-10		138	5.73%
Subtotal	2021	83.93%	250

Actionable Requests 2408

Alectra Utilities - St Catharines Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	775	96.51%	
B 6-10		11	1.37%
C 11-15		5	0.62%
D 16+		2	0.25%
Subtotal	775	96.51%	18

Actionable Requests 803

Alectra Utilities (Formerly Powerstream)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	4,610	95.90%	
B 6-10		167	3.47%
C 11-15		13	0.27%
D 16+		5	0.10%
Subtotal	4610	95.90%	185

Actionable Requests 4807

Member

Alfred and Plantagenet, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	100.00%				
Subtotal	49	100.00%	0		0	
Actionable Requests	49					

Algoma Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	0.61%		
C 11-15			1	0.61%		
B 6-10			1	0.61%		
A 0-5	160	98.16%				
Subtotal	160	98.16%	3	1.84%	0	
Actionable Requests	163					

Algonquin College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	30.00%
A 0-5	7	70.00%				
Subtotal	7	70.00%	0		3	30.00%
Actionable Requests	10					

Algonquin Fiber

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	47.06%				
B 6-10			3	17.65%		
D 16+					6	35.29%
Subtotal	8	47.06%	3	17.65%	6	35.29%
Actionable Requests	17					

Amaranth, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	75.00%				
D 16+					3	25.00%

Member

Subtotal	9	75.00%	0		3	25.00%
Actionable Requests	12					

Amherstburg Solar

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

Amherstburg, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	261	93.88%				
B 6-10			17	6.12%		
Subtotal	261	93.88%	17	6.12%	0	
Actionable Requests	278					

Amherstburg, Town of (Traffic Signals)

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

Apotex

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

Armstrong LSB

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	50.00%
D 16+					1	50.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Member

Armstrong, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					12	100.00%
Subtotal	0		0		12	100.00%
Actionable Requests	12					

Arnprior, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	69	65.71%				
B 6-10			35	33.33%		
D 16+			1	0.95%		
Subtotal	69	65.71%	36	34.29%	0	
Actionable Requests	105					

Arran-Elderslie, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			8	5.63%		
D 16+			7	4.93%	22	15.49%
B 6-10			29	20.42%		
A 0-5	76	53.52%				
Subtotal	76	53.52%	44	30.99%	22	15.49%
Actionable Requests	142					

Ashfield-Colborne-Wawanosh, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	6.25%		
C 11-15			4	25.00%		
D 16+			6	37.50%	4	25.00%
A 0-5	1	6.25%				
Subtotal	1	6.25%	11	68.75%	4	25.00%
Actionable Requests	16					

Asphodel-Norwood, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					14	46.67%

Member

A 0-5	14	46.67%				
B 6-10			2	6.67%		
Subtotal	14	46.67%	2	6.67%	14	46.67%

Actionable Requests 30

Astrocom Cable

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

Atikokan Hydro

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	21	95.45%				
C 11-15			1	4.55%		
Subtotal	21	95.45%	1	4.55%	0	

Actionable Requests 22

Atikokan, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	22	100.00%				
Subtotal	22	100.00%	0		0	

Actionable Requests 22

Atura Power formerly TC Energy

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

Aurora, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			64	25.91%		
C 11-15			41	16.60%	4	1.62%

Member

A 0-5	106	42.91%				
D 16+			3	1.21%	29	11.74%
Subtotal	106	42.91%	108	43.72%	33	13.36%

Actionable Requests

247

Avetria Networks Inc

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	1	1.69%				
B 6-10			3	5.08%		
C 11-15			2	3.39%	1	1.69%
D 16+			3	5.08%	49	83.05%
Subtotal	1	1.69%	8	13.56%	50	84.75%

Actionable Requests

59

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

D 16+					4	10.26%
C 11-15			1	2.56%		
A 0-5	33	84.62%				
B 6-10			1	2.56%		
Subtotal	33	84.62%	2	5.13%	4	10.26%

Actionable Requests

39

Bancroft, Town of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	37	97.37%				
C 11-15					1	2.63%
Subtotal	37	97.37%	0		1	2.63%

Actionable Requests

38

Member

Barrie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	859	86.77%				
B 6-10			89	8.99%	18	1.82%
C 11-15			1	0.10%	3	0.30%
D 16+			3	0.30%	17	1.72%
Subtotal	859	86.77%	93	9.39%	38	3.84%
Actionable Requests	990					

Bayham, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	128	94.81%				
B 6-10			6	4.44%		
D 16+					1	0.74%
Subtotal	128	94.81%	6	4.44%	1	0.74%
Actionable Requests	135					

Bayview Explorations Ltd

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

Beanfield Technologies (Formerly Aptum)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			56	5.70%	2	0.20%
D 16+			39	3.97%	32	3.26%
B 6-10			150	15.27%		
A 0-5	703	71.59%				
Subtotal	703	71.59%	245	24.95%	34	3.46%
Actionable Requests	982					

Beanfield Technologies Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			73	13.72%		

Member

C 11-15			6	1.13%		
D 16+			1	0.19%	11	2.07%
A 0-5	441	82.89%				
Subtotal	441	82.89%	80	15.04%	11	2.07%
Actionable Requests	532					

Beischlag Farms Inc

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

Bell Aliant

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11,619	84.71%				
B 6-10			999	7.28%	44	0.32%
C 11-15			407	2.97%	31	0.23%
D 16+			300	2.19%	317	2.31%
Subtotal	11619	84.71%	1706	12.44%	392	2.86%
Actionable Requests	13717					

Bell Canada (Southern & Central Ontario)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1072	1.66%	3898	6.03%
A 0-5	55,142	85.24%				
B 6-10			2844	4.40%	159	0.25%
C 11-15			1266	1.96%	306	0.47%
Subtotal	55142	85.24%	5182	8.01%	4363	6.74%
Actionable Requests	64687					

Belleville, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	255	100.00%				
Subtotal	255	100.00%	0		0	
Actionable Requests	255					

Member

Billings, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	33.33%		
C 11-15			2	66.67%		
Subtotal	0		3	100.00%	0	
Actionable Requests	3					

Birch Hill Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	85	96.59%				
B 6-10			1	1.14%		
D 16+			1	1.14%	1	1.14%
Subtotal	85	96.59%	2	2.27%	1	1.14%
Actionable Requests	88					

Blackriver-Matheson, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	16.67%		
C 11-15			1	8.33%		
A 0-5	7	58.33%				
D 16+					2	16.67%
Subtotal	7	58.33%	3	25.00%	2	16.67%
Actionable Requests	12					

Blandford-Blenheim, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	25	100.00%				
Subtotal	25	100.00%	0		0	
Actionable Requests	25					

Blind River, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	28	82.35%				
B 6-10			5	14.71%		
D 16+					1	2.94%

Member

Subtotal	28	82.35%	5	14.71%	1	2.94%
Actionable Requests	34					

Blue Mountain Resorts LP

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

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	167	98.82%				
B 6-10			1	0.59%		
D 16+			1	0.59%		
Subtotal	167	98.82%	2	1.18%	0	
Actionable Requests	169					

Bluewater Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	800	96.39%				
B 6-10			14	1.69%		
D 16+			8	0.96%	8	0.96%
Subtotal	800	96.39%	22	2.65%	8	0.96%
Actionable Requests	830					

Bluewater Regional Networks Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	41	95.35%				
B 6-10			2	4.65%		

Member

Subtotal	41	95.35%	2	4.65%	0	
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Actionable Requests	43					
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BlueWater Wind Farm - Varna (NEE)

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

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	64	96.97%				
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D 16+					2	3.03%
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Subtotal	64	96.97%	0		2	3.03%
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Actionable Requests	66					
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Boem Berry Farms Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	6	100.00%				
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Subtotal	6	100.00%	0		0	
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Actionable Requests	6					
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Bonnechere Valley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	9.09%
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A 0-5	9	81.82%				
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B 6-10			1	9.09%		
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Subtotal	9	81.82%	1	9.09%	1	9.09%
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Actionable Requests	11					
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Boralex Wind Farm

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

Bracebridge, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	59	80.82%				
C 11-15					1	1.37%
D 16+					13	17.81%
Subtotal	59	80.82%	0		14	19.18%
Actionable Requests	73					

Bradford West Gwillimbury

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	347	97.47%				
D 16+					9	2.53%
Subtotal	347	97.47%	0		9	2.53%
Actionable Requests	356					

Brampton, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			374	24.69%	2	0.13%
C 11-15			67	4.42%	6	0.40%
A 0-5	1,006	66.40%				
D 16+			27	1.78%	33	2.18%
Subtotal	1006	66.40%	468	30.89%	41	2.71%
Actionable Requests	1515					

Brampton, City of (Storm Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	236	61.14%				
B 6-10			98	25.39%	1	0.26%
C 11-15			19	4.92%		
D 16+			17	4.40%	15	3.89%
Subtotal	236	61.14%	134	34.72%	16	4.15%
Actionable Requests	386					

Brant County

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

C 11-15			22	8.53%		
B 6-10			21	8.14%		
A 0-5	206	79.84%				
D 16+			2	0.78%	7	2.71%
Subtotal	206	79.84%	45	17.44%	7	2.71%

Actionable Requests 258

Brant, County of - Fibre

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

Actionable Requests 5

Brantford, City of - Sewer Water Storm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	221 81.25%		
B 6-10		31 11.40%	
C 11-15		13 4.78%	
D 16+		7 2.57%	
Subtotal	221 81.25%	51 18.75%	0

Actionable Requests 272

Brantford, City of - Streetlights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	281 88.92%		
D 16+		7 2.22%	
B 6-10		21 6.65%	
C 11-15		7 2.22%	
Subtotal	281 88.92%	35 11.08%	0

Actionable Requests 316

Brantford, City of - Traffic Lights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	26 70.27%		
B 6-10		6 16.22%	

Member

C 11-15			1	2.70%		
D 16+			4	10.81%		
Subtotal	26	70.27%	11	29.73%	0	

Actionable Requests 37

Brighton, Municipality of (Public Works)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	10 8.77%		
D 16+		6 5.26%	11 9.65%
B 6-10		68 59.65%	
C 11-15		18 15.79%	1 0.88%
Subtotal	10 8.77%	92 80.70%	12 10.53%

Actionable Requests 114

Brighton, Municipality of (Water & Sewer)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	7 8.54%		
B 6-10		48 58.54%	
C 11-15		14 17.07%	1 1.22%
D 16+		6 7.32%	6 7.32%
Subtotal	7 8.54%	68 82.93%	7 8.54%

Actionable Requests 82

Brock University

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%	1 7.69%	1 7.69%

Actionable Requests 13

Brock, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	27 84.38%		
D 16+			5 15.63%

Member

Subtotal	27	84.38%	0		5	15.63%
Actionable Requests	32					

Brockton, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	87.50%				
B 6-10			7	12.50%		
Subtotal	49	87.50%	7	12.50%	0	
Actionable Requests	56					

Brockville, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	152	80.00%				
D 16+			2	1.05%	16	8.42%
C 11-15					1	0.53%
B 6-10			19	10.00%		
Subtotal	152	80.00%	21	11.05%	17	8.95%
Actionable Requests	190					

Brooke Alvinston

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

Brooke Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	150	94.94%				
B 6-10					1	0.63%
C 11-15					3	1.90%
D 16+					4	2.53%
Subtotal	150	94.94%	0		8	5.06%
Actionable Requests	158					

Bruce County Transportation

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

A 0-5	215	99.08%				
B 6-10			2	0.92%		
Subtotal	215	99.08%	2	0.92%	0	

Actionable Requests 217

Bruce Mines, Town 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

Bruce Street Technologies Limited

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 10

Bruce Telecom

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			45	10.02%	60	13.36%
A 0-5	201	44.77%				
B 6-10			87	19.38%	5	1.11%
C 11-15			37	8.24%	14	3.12%
Subtotal	201	44.77%	169	37.64%	79	17.59%

Actionable Requests 449

Burk's Falls, Village 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

Burlington Hydro

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1,218	85.53%				
B 6-10			121	8.50%	1	0.07%

Member

C 11-15			44	3.09%	1	0.07%
D 16+			30	2.11%	9	0.63%
Subtotal	1218	85.53%	195	13.69%	11	0.77%

Actionable Requests 1424

Burlington, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	0.32%
A 0-5	927	98.51%				
B 6-10			11	1.17%		
Subtotal	927	98.51%	11	1.17%	3	0.32%

Actionable Requests 941

Cable Cable

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					4	1.40%
D 16+					281	98.60%
Subtotal	0		0		285	100.00%

Actionable Requests 285

Caledon, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	305	98.07%				
B 6-10			5	1.61%		
D 16+					1	0.32%
Subtotal	305	98.07%	5	1.61%	1	0.32%

Actionable Requests 311

Callander, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	27	96.43%				
D 16+					1	3.57%
Subtotal	27	96.43%	0		1	3.57%

Actionable Requests 28

Member

Cambridge, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	636	98.45%				
B 6-10			1	0.15%		
D 16+					9	1.39%
Subtotal	636	98.45%	1	0.15%	9	1.39%
Actionable Requests	646					

Cameron Petroleum

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					

Canadian Niagara Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	586	93.16%				
B 6-10			42	6.68%		
D 16+					1	0.16%
Subtotal	586	93.16%	42	6.68%	1	0.16%
Actionable Requests	629					

Canadian Nuclear Laboratories

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					3	1.76%
D 16+					167	98.24%
Subtotal	0		0		170	100.00%
Actionable Requests	170					

Cardinal 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

Carleton Place, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	159	100.00%				
Subtotal	159	100.00%	0		0	
Actionable Requests	159					

Cascara Energy - Formerly Guelph Municipal Holdings

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	100.00%				
Subtotal	11	100.00%	0		0	
Actionable Requests	11					

Casselman, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	51	92.73%				
B 6-10			3	5.45%		
C 11-15			1	1.82%		
Subtotal	51	92.73%	4	7.27%	0	
Actionable Requests	55					

Cavan Monaghan, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	58.33%				
D 16+					1	8.33%
B 6-10			4	33.33%		
Subtotal	7	58.33%	4	33.33%	1	8.33%
Actionable Requests	12					

Cedar Point II 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					

Celerity Telecom Inc

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

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

Actionable Requests 1

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	11	91.67%				
C 11-15			1	8.33%		
Subtotal	11	91.67%	1	8.33%	0	

Actionable Requests 12

Central Elgin, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	91	70.54%				
B 6-10			38	29.46%		
Subtotal	91	70.54%	38	29.46%	0	

Actionable Requests 129

Central Frontenac Township

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 1

Central Huron, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	21	75.00%				
B 6-10			5	17.86%		
D 16+					2	7.14%

Member

Subtotal	21	75.00%	5	17.86%	2	7.14%
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Actionable Requests	28					
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Centre Hastings, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	7	77.78%				
D 16+					2	22.22%
Subtotal	7	77.78%	0		2	22.22%

Actionable Requests	9					
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Centre Wellington Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			1	4.00%		
D 16+					1	4.00%
A 0-5	21	84.00%				
B 6-10			2	8.00%		
Subtotal	21	84.00%	3	12.00%	1	4.00%

Actionable Requests	25					
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Centre Wellington Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	138	99.28%				
D 16+					1	0.72%
Subtotal	138	99.28%	0		1	0.72%

Actionable Requests	139					
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Centre Wellington Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	161	70.31%				
B 6-10			67	29.26%		
C 11-15			1	0.44%		
Subtotal	161	70.31%	68	29.69%	0	

Actionable Requests	229					
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Century Link

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

A 0-5	507	97.31%				
B 6-10			2	0.38%		
C 11-15			1	0.19%		
D 16+			1	0.19%	10	1.92%
Subtotal	507	97.31%	4	0.77%	10	1.92%

Actionable Requests 521

Champlain, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	39	84.78%	
B 6-10			5
C 11-15			2
Subtotal	39	84.78%	5

Actionable Requests 46

Chapleau Public Utilities

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

Actionable Requests 8

Chapleau, Township of

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

Actionable Requests 6

Chapple, Municipality of

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

Actionable Requests 1

Charlton and Dack

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1	50.00%	

Member

D 16+					1	50.00%
Subtotal	1	50.00%	0		1	50.00%

Actionable Requests 2

Chatham Kent PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	590	75.26%				
B 6-10			90	11.48%		
C 11-15			87	11.10%		
D 16+			6	0.77%	11	1.40%
Subtotal	590	75.26%	183	23.34%	11	1.40%

Actionable Requests 784

Chatham Kent Ridgetown Division

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	25	86.21%				
B 6-10			3	10.34%		
C 11-15			1	3.45%		
Subtotal	25	86.21%	4	13.79%	0	

Actionable Requests 29

Chatham Resources

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

Actionable Requests 10

Chatham-Kent Engineering and Transportation

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

Actionable Requests 22

Chatsworth, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	50.00%

Member

C 11-15			1	25.00%		
A 0-5	1	25.00%				
Subtotal	1	25.00%	1	25.00%	2	50.00%

Actionable Requests 4

Chippewas of Kettle & Stony Point

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					22	100.00%
Subtotal	0		0		22	100.00%

Actionable Requests 22

Chippewas of Rama

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 17

Chrysler Canada

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

CIK Telecom Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	103	79.23%				
B 6-10			5	3.85%		
D 16+					22	16.92%
Subtotal	103	79.23%	5	3.85%	22	16.92%

Actionable Requests 130

CKPW Chatham Township Garage

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	30	85.71%				
B 6-10			5	14.29%		

Member

Subtotal	30	85.71%	5	14.29%	0	
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Actionable Requests	35					
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CKPW Chatham Water Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			12	8.76%		
D 16+					1	0.73%
A 0-5	124	90.51%				
Subtotal	124	90.51%	12	8.76%	1	0.73%

Actionable Requests	137					
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CKPW Dover Township Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	21	84.00%				
B 6-10			4	16.00%		
Subtotal	21	84.00%	4	16.00%	0	

Actionable Requests	25					
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CKPW Kent Centre Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	89	100.00%				
Subtotal	89	100.00%	0		0	

Actionable Requests	89					
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CKPW Raleigh Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	35	85.37%				
D 16+					2	4.88%
B 6-10			4	9.76%		
Subtotal	35	85.37%	4	9.76%	2	4.88%

Actionable Requests	41					
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CKPW Thamesville Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	11	100.00%				
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Member

Subtotal	11	100.00%	0		0	
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Actionable Requests	11					
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CKPW Tilbury East Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	80	91.95%				
B 6-10			3	3.45%		
D 16+			1	1.15%	3	3.45%
Subtotal	80	91.95%	4	4.60%	3	3.45%

Actionable Requests	87					
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CKPW Wallaceburg Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	4.17%		
A 0-5	23	95.83%				
Subtotal	23	95.83%	1	4.17%	0	

Actionable Requests	24					
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Clarence-Rockland, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	172	100.00%				
Subtotal	172	100.00%	0		0	

Actionable Requests	172					
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Clarington, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	0.36%		
C 11-15			2	0.73%	1	0.36%
A 0-5	271	98.55%				
Subtotal	271	98.55%	3	1.09%	1	0.36%

Actionable Requests	275					
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Clearbeach Resources Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	6.67%
A 0-5	11	73.33%				

Member

B 6-10			1	6.67%		
C 11-15			2	13.33%		
Subtotal	11	73.33%	3	20.00%	1	6.67%
Actionable Requests	15					

Clearford

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

Clearview, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	130	94.20%	
B 6-10		8	5.80%
Subtotal	130	94.20%	8
Actionable Requests	138		

Cobalt, Town of

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

Cobourg, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	211	79.32%	
B 6-10		29	10.90%
D 16+		1	0.38%
Subtotal	211	79.32%	30
Actionable Requests	266		

Cochrane Telecom Services

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	52	71.23%	
B 6-10		9	12.33%

Member

D 16+			4	5.48%	8	10.96%
Subtotal	52	71.23%	13	17.81%	8	10.96%

Actionable Requests

73

Cochrane, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	85.71%				
B 6-10			2	7.14%		
C 11-15					1	3.57%
D 16+					1	3.57%
Subtotal	24	85.71%	2	7.14%	2	7.14%

Actionable Requests

28

Cogeco Connexion (CBT1)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			209	13.93%	1	0.07%
C 11-15			97	6.47%	3	0.20%
D 16+			69	4.60%	32	2.13%
A 0-5	1,089	72.60%				
Subtotal	1089	72.60%	375	25.00%	36	2.40%

Actionable Requests

1500

Cogeco Connexion (COGOW01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	208	92.44%				
B 6-10			10	4.44%		
C 11-15			3	1.33%		
D 16+					4	1.78%
Subtotal	208	92.44%	13	5.78%	4	1.78%

Actionable Requests

225

Cogeco Connexion (CPVS1)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			104	5.20%	1	0.05%
C 11-15			12	0.60%	1	0.05%

Member

A 0-5	1,798	89.86%				
D 16+			2	0.10%	83	4.15%
Subtotal	1798	89.86%	118	5.90%	85	4.25%

Actionable Requests

2001

Cogeco Connexion (CPVS2)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			32	2.91%	71	6.47%
A 0-5	872	79.42%				
B 6-10			64	5.83%		
C 11-15			49	4.46%	10	0.91%
Subtotal	872	79.42%	145	13.21%	81	7.38%

Actionable Requests

1098

Cogeco Connexion (Eastern & Northern)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			6	0.27%	54	2.45%
C 11-15			9	0.41%	3	0.14%
B 6-10			51	2.31%	4	0.18%
A 0-5	2,081	94.25%				
Subtotal	2081	94.25%	66	2.99%	61	2.76%

Actionable Requests

2208

Cogeco Connexion (Windsor & Sarnia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,692	80.30%				
B 6-10			222	10.54%	35	1.66%
C 11-15			63	2.99%	11	0.52%
D 16+			58	2.75%	26	1.23%
Subtotal	1692	80.30%	343	16.28%	72	3.42%

Actionable Requests

2107

College Boreal

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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Collingwood Public Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	265	85.48%				
B 6-10			11	3.55%		
C 11-15			14	4.52%	1	0.32%
D 16+			3	0.97%	16	5.16%
Subtotal	265	85.48%	28	9.03%	17	5.48%

Actionable Requests	310					
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Comber Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					12	100.00%
Subtotal	0		0		12	100.00%

Actionable Requests	12					
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Communicate Freely

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

Actionable Requests	63					
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Connect The Dots Fibre Communications Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			85	57.43%		
C 11-15			32	21.62%		
A 0-5	24	16.22%				
D 16+					7	4.73%
Subtotal	24	16.22%	117	79.05%	7	4.73%

Actionable Requests	148					
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Cornwall Electric

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	376	98.17%				

Member

B 6-10			5	1.31%		
D 16+			1	0.26%	1	0.26%
Subtotal	376	98.17%	6	1.57%	1	0.26%

Actionable Requests 383

Cornwall, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	76	97.44%				
C 11-15			2	2.56%		
Subtotal	76	97.44%	2	2.56%	0	

Actionable Requests 78

Cornwall, City of (Water & Sewer)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	213	93.42%				
B 6-10			1	0.44%		
C 11-15			3	1.32%		
D 16+			2	0.88%	9	3.95%
Subtotal	213	93.42%	6	2.63%	9	3.95%

Actionable Requests 228

Craigleith Ski Club

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 4

Cramahe Township - Colborne Water

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	6	46.15%				
D 16+					7	53.85%
Subtotal	6	46.15%	0		7	53.85%

Actionable Requests 13

Cramahe, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

D 16+			1	4.00%	24	96.00%
Subtotal	0		1	4.00%	24	96.00%

Actionable Requests

25

Crosslake Fibre ULC

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests

1

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	53	68.83%				
B 6-10			8	10.39%		
D 16+			14	18.18%	2	2.60%
Subtotal	53	68.83%	22	28.57%	2	2.60%

Actionable Requests

77

DBI Services

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	14	82.35%				
B 6-10			2	11.76%		
D 16+			1	5.88%		
Subtotal	14	82.35%	3	17.65%	0	

Actionable Requests

17

Deep River, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	4	10.00%				
C 11-15					1	2.50%

Member

D 16+					35	87.50%
Subtotal	4	10.00%	0		36	90.00%

Actionable Requests 40

Deseronto, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					10	100.00%
Subtotal	0		0		10	100.00%

Actionable Requests 10

Dofasco (ArcelorMittal)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	25.00%				
B 6-10			3	75.00%		
Subtotal	1	25.00%	3	75.00%	0	

Actionable Requests 4

Dotto One

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 6

Dow Chemical Canada

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 2

Dowser Gas Company Ltd (Pipeline)

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 1

Member

Dryden, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	77	93.90%				
D 16+					5	6.10%
Subtotal	77	93.90%	0		5	6.10%
Actionable Requests	82					

Dubreuilville, 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					

Dufferin County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	80	100.00%				
Subtotal	80	100.00%	0		0	
Actionable Requests	80					

Dufferin Wind Power Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	5.88%		
D 16+					6	35.29%
A 0-5	10	58.82%				
Subtotal	10	58.82%	1	5.88%	6	35.29%
Actionable Requests	17					

Dufferin-Peel Catholic District School Board

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

Durham, Region of - Traffic Signals

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	381	94.31%				

Member

B 6-10			22	5.45%		
D 16+					1	0.25%
Subtotal	381	94.31%	22	5.45%	1	0.25%

Actionable Requests 404

Durham, Region of (Water & Sewer)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1,564	98.80%				
B 6-10			19	1.20%		
Subtotal	1564	98.80%	19	1.20%	0	

Actionable Requests 1583

Dutton-Dunwich, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	22	88.00%				
B 6-10			3	12.00%		
Subtotal	22	88.00%	3	12.00%	0	

Actionable Requests 25

Dysart et al, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			2	20.00%		
C 11-15			1	10.00%		
D 16+					7	70.00%
Subtotal	0		3	30.00%	7	70.00%

Actionable Requests 10

E L K Energy Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	147	79.03%				
B 6-10			31	16.67%		
C 11-15			5	2.69%		
D 16+			2	1.08%	1	0.54%
Subtotal	147	79.03%	38	20.43%	1	0.54%

Actionable Requests 186

Member

Ear Falls, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	46.15%				
D 16+					7	53.85%
Subtotal	6	46.15%	0		7	53.85%
Actionable Requests	13					

East Durham Wind Energy Centre

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					

East Garafraxa, 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					

East Gwillimbury, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			7	1.47%		
C 11-15					6	1.26%
A 0-5	219	46.01%				
D 16+			1	0.21%	243	51.05%
Subtotal	219	46.01%	8	1.68%	249	52.31%
Actionable Requests	476					

East Hawkesbury, 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					

Member

East Lake St Clair Wind Farm LP

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

East Zorra Tavistock, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	111	100.00%				
Subtotal	111	100.00%	0		0	
Actionable Requests	111					

Eastern Ontario Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	1.04%		
A 0-5	81	84.38%				
B 6-10			14	14.58%		
Subtotal	81	84.38%	15	15.63%	0	
Actionable Requests	96					

Eastern Power Inc

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

Eastlink

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			232	6.50%	12	0.34%
C 11-15			43	1.21%	38	1.07%
D 16+			26	0.73%	2447	68.60%
A 0-5	769	21.56%				
Subtotal	769	21.56%	301	8.44%	2497	70.00%
Actionable Requests	3567					

Member

ED Smith Foods

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

EDF Renewables Development Inc

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

Edwardsburgh-Cardinal, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	75.00%				
D 16+					3	25.00%
Subtotal	9	75.00%	0		3	25.00%
Actionable Requests	12					

EHtel Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	100	92.59%				
B 6-10			8	7.41%		
Subtotal	100	92.59%	8	7.41%	0	
Actionable Requests	108					

Elexicon Energy Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,913	88.65%				
B 6-10			123	5.70%	8	0.37%
C 11-15			36	1.67%	12	0.56%
D 16+			24	1.11%	42	1.95%
Subtotal	1913	88.65%	183	8.48%	62	2.87%
Actionable Requests	2158					

Member

Elgin Area Primary Water Supply

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	91.67%				
D 16+					1	8.33%
Subtotal	11	91.67%	0		1	8.33%
Actionable Requests	12					

Elgin, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	55.56%				
B 6-10			3	33.33%		
C 11-15			1	11.11%		
Subtotal	5	55.56%	4	44.44%	0	
Actionable Requests	9					

Elliot Lake, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					6	13.33%
A 0-5	38	84.44%				
B 6-10			1	2.22%		
Subtotal	38	84.44%	1	2.22%	6	13.33%
Actionable Requests	45					

Emerald Energy from Waste Inc

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

Emo, Township of

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

Member

Subtotal	3	60.00%	1	20.00%	1	20.00%
Actionable Requests	5					

Enbridge Gas (Legacy Union Gas)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			501	1.69%	1076	3.63%
A 0-5	24,843	83.92%				
B 6-10			2074	7.01%	71	0.24%
C 11-15			850	2.87%	189	0.64%
Subtotal	24843	83.92%	3425	11.57%	1336	4.51%
Actionable Requests	29604					

Enbridge Gas Distribution

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			148	0.37%	5283	13.10%
C 11-15			259	0.64%	261	0.65%
A 0-5	33,308	82.57%				
B 6-10			1003	2.49%	75	0.19%
Subtotal	33308	82.57%	1410	3.50%	5619	13.93%
Actionable Requests	40337					

Enbridge Gas Distribution - Vital Mains

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			7	0.57%	14	1.14%
A 0-5	1,156	94.06%				
B 6-10			40	3.25%	4	0.33%
C 11-15			6	0.49%	2	0.16%
Subtotal	1156	94.06%	53	4.31%	20	1.63%
Actionable Requests	1229					

Enbridge Gas Distribution (Gas Storage)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	44	100.00%				
Subtotal	44	100.00%	0		0	
Actionable Requests	44					

Member

Enbridge Gas Storage and Transmission (Legacy Union Gas)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	213	100.00%				
Subtotal	213	100.00%	0		0	
Actionable Requests	213					

Enbridge NEB Mains

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	46	92.00%				
B 6-10			4	8.00%		
Subtotal	46	92.00%	4	8.00%	0	
Actionable Requests	50					

Enbridge Pipelines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			18	2.52%	29	4.06%
A 0-5	639	89.37%				
B 6-10			16	2.24%		
C 11-15			12	1.68%	1	0.14%
Subtotal	639	89.37%	46	6.43%	30	4.20%
Actionable Requests	715					

Enbridge Wind Power

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

Englehart, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	11.11%		
C 11-15			1	5.56%		
D 16+					1	5.56%
A 0-5	14	77.78%				

Member

Subtotal	14	77.78%	3	16.67%	1	5.56%
Actionable Requests	18					

Enniskillen, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	90	98.90%				
B 6-10			1	1.10%		
Subtotal	90	98.90%	1	1.10%	0	
Actionable Requests	91					

Enova Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,474	69.33%				
D 16+			25	1.18%	22	1.03%
B 6-10			513	24.13%		
C 11-15			92	4.33%		
Subtotal	1474	69.33%	630	29.63%	22	1.03%
Actionable Requests	2126					

Entegrus

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	744	72.87%				
B 6-10			142	13.91%	50	4.90%
C 11-15			43	4.21%	2	0.20%
D 16+			12	1.18%	28	2.74%
Subtotal	744	72.87%	197	19.29%	80	7.84%
Actionable Requests	1021					

Entegrus Powerlines Inc – St. Thomas

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	177	87.19%				
B 6-10			18	8.87%		
C 11-15			7	3.45%		
D 16+					1	0.49%

Member

Subtotal	177	87.19%	25	12.32%	1	0.49%
Actionable Requests	203					

ENVI Networks Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	66.67%				
B 6-10			4	16.67%		
C 11-15			2	8.33%		
D 16+			1	4.17%	1	4.17%
Subtotal	16	66.67%	7	29.17%	1	4.17%
Actionable Requests	24					

Enwave Energy Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	134	75.28%				
D 16+					2	1.12%
B 6-10			42	23.60%		
Subtotal	134	75.28%	42	23.60%	2	1.12%
Actionable Requests	178					

Enwave Windsor Holdings LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	33.33%
D 16+					2	66.67%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Enwin Utilities - Electrical

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	240	98.77%				
B 6-10			3	1.23%		
Subtotal	240	98.77%	3	1.23%	0	
Actionable Requests	243					

Enwin Utilities - Hydro

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

B 6-10			1	0.65%		
A 0-5	154	99.35%				
Subtotal	154	99.35%	1	0.65%	0	

Actionable Requests 155

EPCOR Electricity Distribution Ontario Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	314	100.00%				
Subtotal	314	100.00%	0		0	

Actionable Requests 314

Epcor Natural Gas LP

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			53	6.28%	4	0.47%
C 11-15			31	3.67%	6	0.71%
D 16+			33	3.91%	48	5.69%
A 0-5	669	79.27%				
Subtotal	669	79.27%	117	13.86%	58	6.87%

Actionable Requests 844

Erie Shores Wind Farm

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	6	100.00%				
Subtotal	6	100.00%	0		0	

Actionable Requests 6

Erieau Wind Farm

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 5

Erin, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

C 11-15					4	4.00%
D 16+					96	96.00%

Member

Subtotal	0		0		100	100.00%
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Actionable Requests	100					
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ERTH Power Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			141	26.06%		
C 11-15			12	2.22%	14	2.59%
D 16+			7	1.29%	4	0.74%
A 0-5	363	67.10%				
Subtotal	363	67.10%	160	29.57%	18	3.33%

Actionable Requests	541					
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Espanola Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	45	97.83%				
D 16+					1	2.17%
Subtotal	45	97.83%	0		1	2.17%

Actionable Requests	46					
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Espanola, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	34	100.00%				
Subtotal	34	100.00%	0		0	

Actionable Requests	34					
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Essa, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			5	35.71%		
C 11-15			2	14.29%		
A 0-5	5	35.71%				
B 6-10			2	14.29%		
Subtotal	5	35.71%	9	64.29%	0	

Actionable Requests	14					
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Essex County Highways

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

A 0-5	56	93.33%				
B 6-10			4	6.67%		
Subtotal	56	93.33%	4	6.67%	0	
Actionable Requests	60					

Essex Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	457	80.46%	
D 16+			25
C 11-15			12
B 6-10			67
Subtotal	457	80.46%	104
Actionable Requests	568		

Essex, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	96	71.64%	
B 6-10			25
C 11-15			2
D 16+			10
Subtotal	96	71.64%	26
Actionable Requests	134		

Execulink Telecom

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	453	63.62%	
B 6-10			147
C 11-15			56
D 16+			29
Subtotal	453	63.62%	232
Actionable Requests	712		

Fanshawe College

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1	20.00%	

Member

C 11-15					1	20.00%
D 16+					3	60.00%
Subtotal	1	20.00%	0		4	80.00%

Actionable Requests 5

Fanshawe College - Private Property

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 1

Faraday Resources Group Inc formerly Taqa North LTD (TAQA

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	6	100.00%				
Subtotal	6	100.00%	0		0	

Actionable Requests 6

Fauquier-Strickland, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 6

Festival Hydro

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			2	0.48%		
A 0-5	416	99.52%				
Subtotal	416	99.52%	2	0.48%	0	

Actionable Requests 418

FibreSpeed Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

C 11-15					4	16.67%
D 16+					20	83.33%

Member

Subtotal	0		0		24	100.00%
Actionable Requests	24					

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					

Fort Erie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			5	1.37%		
A 0-5	360	98.63%				
Subtotal	360	98.63%	5	1.37%	0	
Actionable Requests	365					

Fort Frances Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					32	62.75%
A 0-5	17	33.33%				
C 11-15					2	3.92%
Subtotal	17	33.33%	0		34	66.67%
Actionable Requests	51					

Fort Frances, The Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	48	88.89%				
B 6-10			1	1.85%		
C 11-15					1	1.85%
D 16+					4	7.41%
Subtotal	48	88.89%	1	1.85%	5	9.26%
Actionable Requests	54					

French River, 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					

FU Fiber Inc

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

Gananoque, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	53	61.63%				
B 6-10			10	11.63%		
C 11-15			19	22.09%		
D 16+			2	2.33%	2	2.33%
Subtotal	53	61.63%	31	36.05%	2	2.33%
Actionable Requests	86					

GBTEL Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	59	100.00%				
Subtotal	59	100.00%	0		0	
Actionable Requests	59					

GEL Explorations

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

Georgian Bay, Township of

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

Member

Georgian Bluffs, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	25.00%				
C 11-15			1	3.13%	1	3.13%
D 16+					22	68.75%
Subtotal	8	25.00%	1	3.13%	23	71.88%
Actionable Requests	32					

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	
C 11-15			3	0.84%		
D 16+			1	0.28%		
A 0-5	315	88.48%				
B 6-10			37	10.39%		
Subtotal	315	88.48%	41	11.52%	0	
Actionable Requests	356					

Glenfred Gas Wells

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

Goderich, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	294	95.45%				
B 6-10			2	0.65%		
C 11-15					2	0.65%
D 16+			1	0.32%	9	2.92%

Member

Subtotal	294	95.45%	3	0.97%	11	3.57%
Actionable Requests	308					

Gogama LSB

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			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+					3	100.00%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Gosfield North Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			22	14.77%		
D 16+					33	22.15%
A 0-5	94	63.09%				
Subtotal	94	63.09%	22	14.77%	33	22.15%
Actionable Requests	149					

Government of 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					

Grand Bend Wind LP

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

Member

Grand Renewable Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	13.04%
C 11-15			4	17.39%		
B 6-10			8	34.78%		
A 0-5	8	34.78%				
Subtotal	8	34.78%	12	52.17%	3	13.04%
Actionable Requests	23					

Grand River Hospital Corp. - KW Campus and Freeport Campus

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

Grand Valley Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	10.00%				
B 6-10			1	5.00%		
C 11-15			1	5.00%		
D 16+					16	80.00%
Subtotal	2	10.00%	2	10.00%	16	80.00%
Actionable Requests	20					

Grand Valley, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	104	88.14%				
B 6-10			10	8.47%		
D 16+			1	0.85%	3	2.54%
Subtotal	104	88.14%	11	9.32%	3	2.54%
Actionable Requests	118					

GrandBridge Energy (Legacy Brantford Power)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	710	98.61%				

Member

B 6-10			9	1.25%		
C 11-15			1	0.14%		
Subtotal	710	98.61%	10	1.39%	0	

Actionable Requests 720

GrandBridge Energy (Legacy Energy Plus)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		241	22.54%
C 11-15		1	0.09%
A 0-5	827	77.36%	
Subtotal	827	77.36%	242 22.64%

Actionable Requests 1069

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	79	98.75%	
C 11-15			1 1.25%
Subtotal	79	98.75%	1 1.25%

Actionable Requests 80

Gravenhurst, Town of (SS)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	80	100.00%	
Subtotal	80	100.00%	0

Actionable Requests 80

Greater Essex County District School Board

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

Member

Subtotal	0		0		1	100.00%
Actionable Requests	1					

Greater Essex County District School Board - Facility

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

Greater Madawaska, 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					

Greater Napanee, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	64.47%				
B 6-10			21	27.63%		
C 11-15			1	1.32%		
D 16+					5	6.58%
Subtotal	49	64.47%	22	28.95%	5	6.58%
Actionable Requests	76					

Greater Sudbury Hydro (SH01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.13%		
A 0-5	758	99.87%				
Subtotal	758	99.87%	1	0.13%	0	
Actionable Requests	759					

Greater Sudbury Hydro Inc. - Sturgeon Falls Cache Bay

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	1.82%		
A 0-5	54	98.18%				

Member

Subtotal	54	98.18%	1	1.82%	0	
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Actionable Requests	55					
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Greater Sudbury Hydro Plus Inc. - Street Lights - Sudbury

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	575	99.65%				
D 16+			1	0.17%	1	0.17%
Subtotal	575	99.65%	1	0.17%	1	0.17%

Actionable Requests	577					
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Greater Sudbury Hydro Plus Inc. - Street Lights West Nippissin

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

Actionable Requests	19					
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Greater Sudbury, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,778	97.16%				
B 6-10			47	2.57%		
D 16+					5	0.27%
Subtotal	1778	97.16%	47	2.57%	5	0.27%

Actionable Requests	1830					
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Greater Toronto Airports Authority

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	81.82%				
B 6-10			3	13.64%		
D 16+					1	4.55%
Subtotal	18	81.82%	3	13.64%	1	4.55%

Actionable Requests	22					
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Greenfield Energy

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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Greenfield South Power Corporation

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

Actionable Requests	6					
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Greenstone, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15					1	2.44%
D 16+					40	97.56%
Subtotal	0		0		41	100.00%

Actionable Requests	41					
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Grey County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	9	69.23%				
B 6-10			2	15.38%		
D 16+					2	15.38%
Subtotal	9	69.23%	2	15.38%	2	15.38%

Actionable Requests	13					
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Grey Highlands, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	21	75.00%				
B 6-10			7	25.00%		
Subtotal	21	75.00%	7	25.00%	0	

Actionable Requests	28					
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Grimsby Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			13	5.24%		
D 16+					3	1.21%

Member

A 0-5	232	93.55%				
Subtotal	232	93.55%	13	5.24%	3	1.21%

Actionable Requests 248

Grimsby, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		26	10.00%
A 0-5	234	90.00%	
Subtotal	234	90.00%	26

Actionable Requests 260

Guelph, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,111	98.32%	
B 6-10		18	1.59%
D 16+		1	0.09%
Subtotal	1111	98.32%	19

Actionable Requests 1130

Guelph, University of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			12
B 6-10		1	7.69%
Subtotal	0	1	7.69%

Actionable Requests 13

Guelph-Eramosa Township

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		1	8.33%
A 0-5	11	91.67%	
Subtotal	11	91.67%	1

Actionable Requests 12

Gunns Hill LP

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

Member

Subtotal	3	100.00%	0		0	
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Actionable Requests	3					
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Haldimand, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	181	62.85%				
B 6-10			2	0.69%		
C 11-15					1	0.35%
D 16+					104	36.11%
Subtotal	181	62.85%	2	0.69%	105	36.46%

Actionable Requests	288					
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Haliburton, County 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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Hallebourg LSB

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

Actionable Requests	3					
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Halton Hills Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	437	98.65%				
B 6-10			6	1.35%		
Subtotal	437	98.65%	6	1.35%	0	

Actionable Requests	443					
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Halton Hills, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					12	10.62%
A 0-5	98	86.73%				
B 6-10			1	0.88%		

Member

C 11-15			2	1.77%		
Subtotal	98	86.73%	3	2.65%	12	10.62%

Actionable Requests 113

Halton Region - Burlington

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	86	86.87%				
B 6-10			13	13.13%		
Subtotal	86	86.87%	13	13.13%	0	

Actionable Requests 99

Halton Region - Halton Hills - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	53.33%				
B 6-10			1	6.67%		
C 11-15			3	20.00%		
D 16+			2	13.33%	1	6.67%
Subtotal	8	53.33%	6	40.00%	1	6.67%

Actionable Requests 15

Halton Region - Milton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	91	85.05%				
B 6-10			15	14.02%		
D 16+			1	0.93%		
Subtotal	91	85.05%	16	14.95%	0	

Actionable Requests 107

Halton Region - Oakville

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	96	48.73%				
B 6-10			39	19.80%		
C 11-15			11	5.58%	16	8.12%
D 16+			14	7.11%	21	10.66%

Member

Subtotal	96	48.73%	64	32.49%	37	18.78%
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Actionable Requests	197					
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Halton Region Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			8	0.93%		
D 16+			3	0.35%	5	0.58%
A 0-5	809	93.85%				
B 6-10			37	4.29%		
Subtotal	809	93.85%	48	5.57%	5	0.58%

Actionable Requests	862					
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Halton, Region of - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	6	46.15%				
B 6-10			5	38.46%		
C 11-15			1	7.69%		
D 16+					1	7.69%
Subtotal	6	46.15%	6	46.15%	1	7.69%

Actionable Requests	13					
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Halton, Region of - MTO - Burlington Milton

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

Actionable Requests	6					
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Halton, Region of - MTO - Oakville Halton Hills

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			2	50.00%		
D 16+			2	50.00%		
Subtotal	0		4	100.00%	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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Member

D 16+					1	5.26%
A 0-5	18	94.74%				
Subtotal	18	94.74%	0		1	5.26%

Actionable Requests 19

Hamilton - P & C ROW

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	261	78.85%	
B 6-10			2 0.60%
C 11-15			3 0.91%
D 16+			4 1.21%
Subtotal	261	78.85%	9 2.72%

Actionable Requests 331

Hamilton Community Energy

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1	16.67%	
D 16+			4 66.67%
C 11-15		1 16.67%	
Subtotal	1	16.67%	4 66.67%

Actionable Requests 6

Hamilton Health Sciences

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	3	42.86%	
B 6-10		3 42.86%	
C 11-15			1 14.29%
Subtotal	3	42.86%	3 42.86%

Actionable Requests 7

Hamilton, City of (Street Lighting)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,961	99.24%	
B 6-10		15 0.76%	

Member

Subtotal	1961	99.24%	15	0.76%	0	
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Actionable Requests	1976					
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Hamilton, City of (Traffic Ops)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	319	90.88%				
B 6-10			29	8.26%		
D 16+					3	0.85%
Subtotal	319	90.88%	29	8.26%	3	0.85%

Actionable Requests	351					
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Hamilton, City of (Water)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	2,107	79.12%				
B 6-10			188	7.06%		
C 11-15			113	4.24%	16	0.60%
D 16+			87	3.27%	152	5.71%
Subtotal	2107	79.12%	388	14.57%	168	6.31%

Actionable Requests	2663					
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Hamilton, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			3	2.80%		
D 16+					5	4.67%
A 0-5	99	92.52%				
Subtotal	99	92.52%	3	2.80%	5	4.67%

Actionable Requests	107					
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Hanover, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	31	93.94%				
D 16+					2	6.06%
Subtotal	31	93.94%	0		2	6.06%

Actionable Requests	33					
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Member

Havelock-Belmont-Methuen, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	66.67%				
B 6-10			3	33.33%		
Subtotal	6	66.67%	3	33.33%	0	
Actionable Requests	9					

Hawkesbury, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	3.57%
A 0-5	75	89.29%				
B 6-10			6	7.14%		
Subtotal	75	89.29%	6	7.14%	3	3.57%
Actionable Requests	84					

Hay Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	204	81.60%				
B 6-10			46	18.40%		
Subtotal	204	81.60%	46	18.40%	0	
Actionable Requests	250					

HCE Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	66.22%				
B 6-10			14	18.92%		
C 11-15			1	1.35%	2	2.70%
D 16+			5	6.76%	3	4.05%
Subtotal	49	66.22%	20	27.03%	5	6.76%
Actionable Requests	74					

Hearst Connect Corporation

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

Member

Subtotal	20	100.00%	0		0	
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Actionable Requests	20					
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Hearst Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	55	98.21%				
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D 16+					1	1.79%
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Subtotal	55	98.21%	0		1	1.79%
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Actionable Requests	56					
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Hearst, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	32	96.97%				
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B 6-10			1	3.03%		
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Subtotal	32	96.97%	1	3.03%	0	
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Actionable Requests	33					
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Highbury Canco Corp

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15					1	11.11%
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D 16+					8	88.89%
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Subtotal	0		0		9	100.00%
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Actionable Requests	9					
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Hilton Beach, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1	25.00%				
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D 16+					3	75.00%
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Subtotal	1	25.00%	0		3	75.00%
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Actionable Requests	4					
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Hiram Walker & Sons

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

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					

Homewood Health Services

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

Hornepayne, Township of

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

Horton, Township of

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%	1	33.33%	1	33.33%
Actionable Requests	3					

Howick, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			16	35.56%		
D 16+			6	13.33%	2	4.44%
A 0-5	18	40.00%				
B 6-10			3	6.67%		

Member

Subtotal	18	40.00%	25	55.56%	2	4.44%
Actionable Requests	45					

Humber College

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

Huntsville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	55.17%				
D 16+					13	44.83%
Subtotal	16	55.17%	0		13	44.83%
Actionable Requests	29					

Huron East, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	40	97.56%				
B 6-10			1	2.44%		
Subtotal	40	97.56%	1	2.44%	0	
Actionable Requests	41					

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, County of (Auburn)

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

Member

Huron, County of (Traffic Signals)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	33.33%
D 16+					2	66.67%
Subtotal	0		0		3	100.00%
Actionable Requests	3					

Huron, County of (Wroxeter)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	90.91%				
D 16+			1	9.09%		
Subtotal	10	90.91%	1	9.09%	0	
Actionable Requests	11					

Huron, County of (Zurich)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	75.00%				
D 16+					2	25.00%
Subtotal	6	75.00%	0		2	25.00%
Actionable Requests	8					

Huron-Kinloss, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			8	9.20%		
C 11-15			4	4.60%		
D 16+			5	5.75%		
A 0-5	70	80.46%				
Subtotal	70	80.46%	17	19.54%	0	
Actionable Requests	87					

Hurontel

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	522	81.56%				
B 6-10			57	8.91%		
C 11-15			3	0.47%		

Member

D 16+			3	0.47%	55	8.59%
Subtotal	522	81.56%	63	9.84%	55	8.59%

Actionable Requests 640

Hydro 2000

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

Actionable Requests 9

Hydro Embrun

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	60	69.77%				
B 6-10			1	1.16%		
D 16+			2	2.33%	23	26.74%
Subtotal	60	69.77%	3	3.49%	23	26.74%

Actionable Requests 86

Hydro Hawkesbury

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	2.50%
B 6-10			2	5.00%		
A 0-5	37	92.50%				
Subtotal	37	92.50%	2	5.00%	1	2.50%

Actionable Requests 40

Hydro One Networks Inc - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	4.17%		
C 11-15			1	2.08%		
A 0-5	45	93.75%				
Subtotal	45	93.75%	3	6.25%	0	

Actionable Requests 48

Hydro One Networks Inc (Distribution)

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

A 0-5	18,502	76.92%				
B 6-10			3162	13.14%	51	0.21%
C 11-15			1011	4.20%	65	0.27%
D 16+			725	3.01%	539	2.24%
Subtotal	18502	76.92%	4898	20.36%	655	2.72%

Actionable Requests

24055

Hydro One Networks Inc (Haldimand)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	465	54.90%				
B 6-10			138	16.29%		
C 11-15			33	3.90%		
D 16+			13	1.53%	198	23.38%
Subtotal	465	54.90%	184	21.72%	198	23.38%

Actionable Requests

847

Hydro One Networks Inc (Norfolk)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			41	12.42%		
D 16+			25	7.58%	45	13.64%
B 6-10			66	20.00%	1	0.30%
A 0-5	152	46.06%				
Subtotal	152	46.06%	132	40.00%	46	13.94%

Actionable Requests

330

Hydro One Networks Inc (Orillia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			76	38.00%	1	0.50%
C 11-15			19	9.50%		
D 16+			9	4.50%	2	1.00%
A 0-5	93	46.50%				
Subtotal	93	46.50%	104	52.00%	3	1.50%

Actionable Requests

200

Member

Hydro One Networks Inc (Peterborough)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			10	2.26%		
A 0-5	432	97.74%				
Subtotal	432	97.74%	10	2.26%	0	
Actionable Requests	442					

Hydro One Networks Inc (Transmission)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			3	0.36%	71	8.53%
C 11-15			8	0.96%	4	0.48%
A 0-5	716	86.06%				
B 6-10			29	3.49%	1	0.12%
Subtotal	716	86.06%	40	4.81%	76	9.13%
Actionable Requests	832					

Hydro One Networks Inc (Woodstock)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	207	74.73%				
B 6-10			49	17.69%		
C 11-15			14	5.05%		
D 16+			6	2.17%	1	0.36%
Subtotal	207	74.73%	69	24.91%	1	0.36%
Actionable Requests	277					

Hydro One Remote Communities Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	16.67%
D 16+					5	83.33%
Subtotal	0		0		6	100.00%
Actionable Requests	6					

Hydro Ottawa

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5,756	96.03%				

Member

B 6-10			161	2.69%	9	0.15%
C 11-15			23	0.38%	6	0.10%
D 16+			13	0.22%	26	0.43%
Subtotal	5756	96.03%	197	3.29%	41	0.68%

Actionable Requests 5994

Ignace, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					12	100.00%
Subtotal	0		0		12	100.00%

Actionable Requests 12

Imperial Oil Pipelines (I002)

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			5	1.82%		
C 11-15			3	1.09%	2	0.73%
A 0-5	206	74.91%				
D 16+			14	5.09%	45	16.36%
Subtotal	206	74.91%	22	8.00%	47	17.09%

Actionable Requests 275

Imperial Oil Pipelines (I003)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	11	100.00%				
Subtotal	11	100.00%	0		0	

Actionable Requests 11

Imperial Oil Pipelines (I004)

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

Imperial Oil Refinery and Chemicals (IM02)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	14	93.33%				
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Member

B 6-10			1	6.67%		
Subtotal	14	93.33%	1	6.67%	0	

Actionable Requests 15

Index Energy Ajax Corporation

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

Actionable Requests 14

Ingersoll, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	71	97.26%	
D 16+			1
B 6-10		1	1.37%
Subtotal	71	97.26%	1

Actionable Requests 73

InnPower

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	492	100.00%	
Subtotal	492	100.00%	0

Actionable Requests 492

InnServices Utilities Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	300	100.00%	
Subtotal	300	100.00%	0

Actionable Requests 300

Internet Access Solutions Ltd

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

Actionable Requests 55

Member

Iroquois Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			7	8.14%	1	1.16%
D 16+			15	17.44%	10	11.63%
B 6-10			16	18.60%		
A 0-5	37	43.02%				
Subtotal	37	43.02%	38	44.19%	11	12.79%
Actionable Requests	86					

James, 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					

Johnson, Township of

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

K2 Wind Farm Ontario

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

Kap Power Corp

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

Member

Kapuskasing, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	58	69.88%				
D 16+					25	30.12%
Subtotal	58	69.88%	0		25	30.12%
Actionable Requests	83					

Kawartha Lakes, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	407	82.56%				
B 6-10			82	16.63%		
C 11-15			4	0.81%		
Subtotal	407	82.56%	86	17.44%	0	
Actionable Requests	493					

Kawartha Pine Ridge District Schoolboard

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					

Kenora, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	3.03%		
C 11-15			1	0.76%		
A 0-5	119	90.15%				
D 16+					8	6.06%
Subtotal	119	90.15%	5	3.79%	8	6.06%
Actionable Requests	132					

Kent Breeze Wind Farm

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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Killaloe, Hagarty & Richards, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	12	85.71%				
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D 16+					2	14.29%
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Subtotal	12	85.71%	0		2	14.29%
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Actionable Requests	14					
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Kincardine, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	120	99.17%				
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D 16+					1	0.83%
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Subtotal	120	99.17%	0		1	0.83%
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Actionable Requests	121					
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Kinder Morgan Pipeline

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

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	232	99.57%				
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B 6-10			1	0.43%		
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Subtotal	232	99.57%	1	0.43%	0	
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Actionable Requests	233					
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Kings University College

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

Kingston General 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					

Kingston, City of (Utilities Kingston)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			4	0.60%	10	1.49%
A 0-5	445	66.32%				
B 6-10			199	29.66%		
C 11-15			13	1.94%		
Subtotal	445	66.32%	216	32.19%	10	1.49%
Actionable Requests	671					

Kingsville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			15	6.79%	23	10.41%
C 11-15			20	9.05%	1	0.45%
A 0-5	154	69.68%				
B 6-10			8	3.62%		
Subtotal	154	69.68%	43	19.46%	24	10.86%
Actionable Requests	221					

Kirkland Lake, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	2.38%		
A 0-5	36	85.71%				
B 6-10			5	11.90%		
Subtotal	36	85.71%	6	14.29%	0	
Actionable Requests	42					

Kitchener Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	0.09%		

Member

B 6-10			1	0.09%		
A 0-5	1,055	99.81%				
Subtotal	1055	99.81%	2	0.19%	0	

Actionable Requests 1057

Kitchener Utilities - Gas and Water

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	252	99.60%				
B 6-10			1	0.40%		
Subtotal	252	99.60%	1	0.40%	0	

Actionable Requests 253

Kitchener, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	225	25.86%				
B 6-10			489	56.21%		
C 11-15			40	4.60%	1	0.11%
D 16+			84	9.66%	31	3.56%
Subtotal	225	25.86%	613	70.46%	32	3.68%

Actionable Requests 870

KWIC Internet

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	4	40.00%				
B 6-10			4	40.00%		
D 16+			1	10.00%	1	10.00%
Subtotal	4	40.00%	5	50.00%	1	10.00%

Actionable Requests 10

Lagasco Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	27	79.41%				
B 6-10			5	14.71%		
C 11-15			2	5.88%		

Member

Subtotal	27	79.41%	7	20.59%	0	
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Actionable Requests	34					
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Lagasco Limited

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	14	82.35%				
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B 6-10			3	17.65%		
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Subtotal	14	82.35%	3	17.65%	0	
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Actionable Requests	17					
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Lake Huron Primary Water Supply System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			14	41.18%		
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C 11-15			2	5.88%	1	2.94%
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A 0-5	17	50.00%				
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Subtotal	17	50.00%	16	47.06%	1	2.94%
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Actionable Requests	34					
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Lake of Bays, Township of

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

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	264	98.14%				
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B 6-10			3	1.12%		
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D 16+			2	0.74%		
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Subtotal	264	98.14%	5	1.86%	0	
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Actionable Requests	269					
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Lakefront Utilities - Grafton Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	14	93.33%				
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B 6-10			1	6.67%		
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Member

Subtotal	14	93.33%	1	6.67%	0	
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Actionable Requests	15					
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Lakefront Utilities - Town of Cobourg Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	257	98.47%				
B 6-10			3	1.15%		
D 16+			1	0.38%		
Subtotal	257	98.47%	4	1.53%	0	

Actionable Requests	261					
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Lakeland Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			39	22.16%		
C 11-15			13	7.39%		
D 16+			4	2.27%	6	3.41%
A 0-5	114	64.77%				
Subtotal	114	64.77%	56	31.82%	6	3.41%

Actionable Requests	176					
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Lakeland Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	157	71.69%				
B 6-10			40	18.26%		
C 11-15			8	3.65%	1	0.46%
D 16+			4	1.83%	9	4.11%
Subtotal	157	71.69%	52	23.74%	10	4.57%

Actionable Requests	219					
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Lakeshore, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	266	97.44%				
B 6-10			2	0.73%		
D 16+					5	1.83%

Member

Subtotal	266	97.44%	2	0.73%	5	1.83%
Actionable Requests	273					

Lakeview Water System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	80.00%				
D 16+					2	20.00%
Subtotal	8	80.00%	0		2	20.00%
Actionable Requests	10					

Lambton Area Water Supply System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	108	98.18%				
B 6-10			2	1.82%		
Subtotal	108	98.18%	2	1.82%	0	
Actionable Requests	110					

Lambton County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			3	23.08%		
D 16+			1	7.69%		
A 0-5	9	69.23%				
Subtotal	9	69.23%	4	30.77%	0	
Actionable Requests	13					

Lambton Shores, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			34	22.97%		
C 11-15			2	1.35%	1	0.68%
D 16+					1	0.68%
A 0-5	110	74.32%				
Subtotal	110	74.32%	36	24.32%	2	1.35%
Actionable Requests	148					

LamSar for SXL (Sunoco Logistics)

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

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

Actionable Requests

2

Lanark Highlands, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			6 85.71%
C 11-15			1 14.29%
Subtotal	0	0	7 100.00%

Actionable Requests

7

Lanark, County 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

Lansdowne Rural Telephone

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

Actionable Requests

14

Lanxess Canada

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	2 25.00%		
B 6-10		3 37.50%	
D 16+		2 25.00%	1 12.50%
Subtotal	2 25.00%	5 62.50%	1 12.50%

Actionable Requests

8

Larder Lake, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			5 83.33%
C 11-15			1 16.67%

Member

Subtotal	0		0		6	100.00%
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Actionable Requests	6					
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LaSalle, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			20	10.99%		
A 0-5	162	89.01%				
Subtotal	162	89.01%	20	10.99%	0	

Actionable Requests	182					
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Latchford, Town of

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 Hills, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15					1	6.25%
D 16+					15	93.75%
Subtotal	0		0		16	100.00%

Actionable Requests	16					
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Laurentian Valley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	23	100.00%				
Subtotal	23	100.00%	0		0	

Actionable Requests	23					
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Leamington Area Drip Irrigation

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

Actionable Requests	5					
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Member

Leamington District Memorial Hospital

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

Leamington Sewer and Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					6	4.48%
A 0-5	127	94.78%				
C 11-15					1	0.75%
Subtotal	127	94.78%	0		7	5.22%
Actionable Requests	134					

Leamington Water Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	127	93.38%				
C 11-15			1	0.74%	2	1.47%
D 16+					6	4.41%
Subtotal	127	93.38%	1	0.74%	8	5.88%
Actionable Requests	136					

Leeds & Grenville, United Counties of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	5.56%		
D 16+					1	2.78%
A 0-5	33	91.67%				
Subtotal	33	91.67%	2	5.56%	1	2.78%
Actionable Requests	36					

Leeds & Thousand Islands, Township of

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

Member

Lennox and Addington, County of

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

Levant Exploration and production Corp

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

Lincoln, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	283	91.00%				
B 6-10			22	7.07%		
D 16+					6	1.93%
Subtotal	283	91.00%	22	7.07%	6	1.93%
Actionable Requests	311					

Linde - Mississauga

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	50.00%
D 16+					1	50.00%
Subtotal	0		0		2	100.00%
Actionable Requests	2					

Linde Canada Inc

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

Linde Canada Inc - Scarborough

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	22	91.67%				

Member

D 16+			1	4.17%	1	4.17%
Subtotal	22	91.67%	1	4.17%	1	4.17%

Actionable Requests

24

London District Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	54	94.74%				
B 6-10			3	5.26%		
Subtotal	54	94.74%	3	5.26%	0	

Actionable Requests

57

London Health Sciences

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

Actionable Requests

2

London Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			420	17.71%	2	0.08%
C 11-15			202	8.52%	28	1.18%
D 16+			266	11.22%	199	8.39%
A 0-5	1,254	52.89%				
Subtotal	1254	52.89%	888	37.45%	229	9.66%

Actionable Requests

2371

London, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,155	50.75%				
B 6-10			432	18.98%	2	0.09%
C 11-15			207	9.09%	27	1.19%
D 16+			259	11.38%	194	8.52%
Subtotal	1155	50.75%	898	39.46%	223	9.80%

Actionable Requests

2276

Member

Long Point Provincial Park

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

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	
B 6-10			3	0.67%		
D 16+					1	0.22%
A 0-5	443	99.11%				
Subtotal	443	99.11%	3	0.67%	1	0.22%
Actionable Requests	447					

Lucan-Biddulph, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	1.41%
A 0-5	67	94.37%				
B 6-10			2	2.82%		
C 11-15			1	1.41%		
Subtotal	67	94.37%	3	4.23%	1	1.41%
Actionable Requests	71					

MacDonald, Meredith, and Aberdeen, Mun. of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	80.00%
C 11-15			1	20.00%		
Subtotal	0		1	20.00%	4	80.00%
Actionable Requests	5					

Member

Machin, 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					

Madawaska Valley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	57.14%				
C 11-15			2	28.57%		
D 16+					1	14.29%
Subtotal	4	57.14%	2	28.57%	1	14.29%
Actionable Requests	7					

Malahide, Township of

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

Manitouwadge, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	66.67%				
C 11-15			1	11.11%		
D 16+					2	22.22%
Subtotal	6	66.67%	1	11.11%	2	22.22%
Actionable Requests	9					

Mapleton, Township of

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

Marathon, Town of

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

A 0-5	45	95.74%				
B 6-10			1	2.13%		
D 16+					1	2.13%
Subtotal	45	95.74%	1	2.13%	1	2.13%

Actionable Requests 47

Markham District Energy

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	22	95.65%				
D 16+					1	4.35%
Subtotal	22	95.65%	0		1	4.35%

Actionable Requests 23

Markham, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			3	0.39%	3	0.39%
A 0-5	771	99.10%				
B 6-10			1	0.13%		
Subtotal	771	99.10%	4	0.51%	3	0.39%

Actionable Requests 778

Markham, City of - Traffic Signals

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	97	100.00%				
Subtotal	97	100.00%	0		0	

Actionable Requests 97

Markham, City of - Water and Sewer

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	996	100.00%				
Subtotal	996	100.00%	0		0	

Actionable Requests 996

Markstay-Warren, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	5	55.56%				
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Member

D 16+					4	44.44%
Subtotal	5	55.56%	0		4	44.44%

Actionable Requests 9

Marmora and Lake, 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

Marwood Metals

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

Matachewan, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	20.00%
A 0-5	2	40.00%				
B 6-10			2	40.00%		
Subtotal	2	40.00%	2	40.00%	1	20.00%

Actionable Requests 5

Mattawa, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

C 11-15			1	7.69%		
D 16+					12	92.31%
Subtotal	0		1	7.69%	12	92.31%

Actionable Requests 13

Mattice-Val Cote, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	20.00%
A 0-5	3	60.00%				
B 6-10			1	20.00%		

Member

Subtotal	3	60.00%	1	20.00%	1	20.00%
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Actionable Requests	5					
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McDougall, Municipality of

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

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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McNab Braeside, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15					1	1.54%
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D 16+					64	98.46%
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Subtotal	0		0		65	100.00%
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Actionable Requests	65					
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Meaford, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1	1.33%				
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C 11-15					2	2.67%
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D 16+					72	96.00%
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Subtotal	1	1.33%	0		74	98.67%
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Actionable Requests	75					
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Melancthon Windfarm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	110	95.65%				
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B 6-10			2	1.74%		
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D 16+					3	2.61%
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Member

Subtotal	110	95.65%	2	1.74%	3	2.61%
Actionable Requests	115					

Melancthon Wolfe Wind LP

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

Merrickville-Wolford, Village of

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

Metalore Resources

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

Metro Fibrewerx

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

Middlesex Centre, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			4	2.68%		
D 16+			1	0.67%	18	12.08%
A 0-5	105	70.47%				
B 6-10			21	14.09%		
Subtotal	105	70.47%	26	17.45%	18	12.08%
Actionable Requests	149					

Member

Middlesex County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	81	96.43%				
B 6-10			3	3.57%		
Subtotal	81	96.43%	3	3.57%	0	
Actionable Requests	84					

Midland Water and Wastewater Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	135	88.24%				
B 6-10			14	9.15%		
D 16+			1	0.65%	3	1.96%
Subtotal	135	88.24%	15	9.80%	3	1.96%
Actionable Requests	153					

Midland, Town of - Street lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	0.90%		
C 11-15			5	4.50%	3	2.70%
D 16+			15	13.51%	87	78.38%
Subtotal	0		21	18.92%	90	81.08%
Actionable Requests	111					

Milton Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	372	66.67%				
B 6-10			120	21.51%	7	1.25%
C 11-15			38	6.81%	1	0.18%
D 16+			11	1.97%	9	1.61%
Subtotal	372	66.67%	169	30.29%	17	3.05%
Actionable Requests	558					

Milton, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			8	3.92%		

Member

B 6-10			39	19.12%	1	0.49%
A 0-5	152	74.51%				
D 16+			3	1.47%	1	0.49%
Subtotal	152	74.51%	50	24.51%	2	0.98%

Actionable Requests 204

Minden Hills, Township of - Water

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	3	60.00%				
D 16+					2	40.00%
Subtotal	3	60.00%	0		2	40.00%

Actionable Requests 5

Minto, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	54	96.43%				
D 16+					2	3.57%
Subtotal	54	96.43%	0		2	3.57%

Actionable Requests 56

Mississauga, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			5	0.45%		
A 0-5	1,094	99.55%				
Subtotal	1094	99.55%	5	0.45%	0	

Actionable Requests 1099

Mississauga, City of - Traffic Signals

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	275	99.28%				
B 6-10			2	0.72%		
Subtotal	275	99.28%	2	0.72%	0	

Actionable Requests 277

Mississaugas of Scugog Island First Nation

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

A 0-5	10	90.91%				
B 6-10			1	9.09%		
Subtotal	10	90.91%	1	9.09%	0	

Actionable Requests 11

Mississippi Mills, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	1.69%
A 0-5	58	98.31%				
Subtotal	58	98.31%	0		1	1.69%

Actionable Requests 59

MNSI Managed Network Systems Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					3	0.34%
C 11-15			6	0.68%		
B 6-10			176	19.95%		
A 0-5	697	79.02%				
Subtotal	697	79.02%	182	20.63%	3	0.34%

Actionable Requests 882

Mohawk on the Bay of Quinte Fibre (7GEN01)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	28	62.22%				
B 6-10			5	11.11%		
C 11-15			1	2.22%		
D 16+			1	2.22%	10	22.22%
Subtotal	28	62.22%	7	15.56%	10	22.22%

Actionable Requests 45

Mohawks of the Bay of Quinte - Water and Sewer

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			1	2.27%		
D 16+			43	97.73%		

Member

Subtotal	0		44	100.00%	0	
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Actionable Requests	44					
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Mono, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	28	63.64%				
B 6-10			9	20.45%		
C 11-15			2	4.55%		
D 16+			2	4.55%	3	6.82%
Subtotal	28	63.64%	13	29.55%	3	6.82%

Actionable Requests	44					
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Montez Office Fund II Limited Partnership

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

Actionable Requests	3					
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Moonbeam, Township 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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Moosonee, Corporation of the Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15					1	25.00%
D 16+					3	75.00%
Subtotal	0		0		4	100.00%

Actionable Requests	4					
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Mornington Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	165	36.83%				
B 6-10			38	8.48%		
C 11-15			65	14.51%	1	0.22%

Member

D 16+			86	19.20%	93	20.76%
Subtotal	165	36.83%	189	42.19%	94	20.98%

Actionable Requests 448

Morris-Turnberry, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	30	93.75%				
D 16+			1	3.13%	1	3.13%
Subtotal	30	93.75%	1	3.13%	1	3.13%

Actionable Requests 32

MPV Wifi Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					15	100.00%
Subtotal	0		0		15	100.00%

Actionable Requests 15

Mt Sinai Hospital

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

Actionable Requests 5

Mulmur, 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

Muskoka Algonquin Healthcare

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

Muskoka Lakes, Township 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					

Muskoka, District of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			17	4.28%		
D 16+			25	6.30%	63	15.87%
A 0-5	213	53.65%				
B 6-10			79	19.90%		
Subtotal	213	53.65%	121	30.48%	63	15.87%
Actionable Requests	397					

Muskoka, District of (Traffic)

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

Nation Rise Wind Farm Limited Partnership

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	
A 0-5	26	78.79%				
B 6-10			4	12.12%		
D 16+					3	9.09%
Subtotal	26	78.79%	4	12.12%	3	9.09%
Actionable Requests	33					

Member

Net Optiks - Brantford Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	33	80.49%				
B 6-10			3	7.32%		
C 11-15			3	7.32%		
D 16+			2	4.88%		
Subtotal	33	80.49%	8	19.51%	0	
Actionable Requests	41					

Netflash Internet Solutions

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	2.47%	3	3.70%
A 0-5	63	77.78%				
B 6-10			6	7.41%		
C 11-15			7	8.64%		
Subtotal	63	77.78%	15	18.52%	3	3.70%
Actionable Requests	81					

New Tecumseth, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.57%		
A 0-5	173	99.43%				
Subtotal	173	99.43%	1	0.57%	0	
Actionable Requests	174					

Newbury, Village of

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

Newmarket, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	175	98.31%				
B 6-10			3	1.69%		

Member

Subtotal	175	98.31%	3	1.69%	0	
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Actionable Requests	178					
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Newmarket-Tay Power (Midland)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			14	8.33%		
A 0-5	132	78.57%				
B 6-10			22	13.10%		
Subtotal	132	78.57%	36	21.43%	0	

Actionable Requests	168					
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Newmarket-Tay Power (Newmarket)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	494	100.00%				
Subtotal	494	100.00%	0		0	

Actionable Requests	494					
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Newmarket-Tay Power (Tay)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			6	12.24%		
C 11-15			1	2.04%		
A 0-5	42	85.71%				
Subtotal	42	85.71%	7	14.29%	0	

Actionable Requests	49					
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Nexicom Telecommunications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	231	97.88%				
B 6-10			5	2.12%		
Subtotal	231	97.88%	5	2.12%	0	

Actionable Requests	236					
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Niagara Falls, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			12	1.42%		
B 6-10			22	2.60%		

Member

A 0-5	804	95.15%				
D 16+			4	0.47%	3	0.36%
Subtotal	804	95.15%	38	4.50%	3	0.36%

Actionable Requests 845

Niagara Parks Commission

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	62	100.00%				
Subtotal	62	100.00%	0		0	

Actionable Requests 62

Niagara Peninsula Energy

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	939	89.09%				
B 6-10			50	4.74%	2	0.19%
C 11-15			8	0.76%		
D 16+			4	0.38%	51	4.84%
Subtotal	939	89.09%	62	5.88%	53	5.03%

Actionable Requests 1054

Niagara Region Water Sanitary Storm

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1,219	99.51%				
B 6-10			6	0.49%		
Subtotal	1219	99.51%	6	0.49%	0	

Actionable Requests 1225

Niagara Region Wind Farm

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					46	97.87%
C 11-15					1	2.13%
Subtotal	0		0		47	100.00%

Actionable Requests 47

Niagara Regional Broadband Network

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

A 0-5	672	90.08%				
B 6-10			44	5.90%	1	0.13%
C 11-15			10	1.34%		
D 16+			1	0.13%	18	2.41%
Subtotal	672	90.08%	55	7.37%	19	2.55%

Actionable Requests 746

Niagara, Region of - Transportation Services

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	539	85.96%	
D 16+			21
B 6-10			1
C 11-15			
Subtotal	539	85.96%	66

Actionable Requests 627

Niagara-On-The-Lake Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	375	98.94%	
B 6-10			2
C 11-15			
Subtotal	375	98.94%	2

Actionable Requests 379

Niagara-On-The-Lake, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	299	98.68%	
B 6-10			2
C 11-15			
Subtotal	299	98.68%	2

Actionable Requests 303

Nipigon, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			9

Member

Subtotal	0		0		9	100.00%
Actionable Requests	9					

Nor-Del

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			15	4.84%	4	1.29%
A 0-5	255	82.26%				
B 6-10			27	8.71%		
C 11-15			9	2.90%		
Subtotal	255	82.26%	51	16.45%	4	1.29%
Actionable Requests	310					

Norfolk County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			25	4.03%	23	3.71%
C 11-15			46	7.42%	1	0.16%
A 0-5	440	70.97%				
B 6-10			84	13.55%	1	0.16%
Subtotal	440	70.97%	155	25.00%	25	4.03%
Actionable Requests	620					

Norfolk Oil & Gas Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	66.67%				
B 6-10			1	2.78%		
C 11-15			11	30.56%		
Subtotal	24	66.67%	12	33.33%	0	
Actionable Requests	36					

North Bay Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			8	2.48%		
D 16+			1	0.31%	3	0.93%
B 6-10			32	9.91%	1	0.31%
A 0-5	278	86.07%				

Member

Subtotal	278	86.07%	41	12.69%	4	1.24%
Actionable Requests	323					

North Bay, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			45	29.61%		
C 11-15			10	6.58%		
D 16+			16	10.53%	4	2.63%
A 0-5	77	50.66%				
Subtotal	77	50.66%	71	46.71%	4	2.63%
Actionable Requests	152					

North Bay, City of - Private Hydro Lines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	8.70%	12	52.17%
A 0-5	9	39.13%				
Subtotal	9	39.13%	2	8.70%	12	52.17%
Actionable Requests	23					

North Dundas, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	1.37%
A 0-5	51	69.86%				
B 6-10			21	28.77%		
Subtotal	51	69.86%	21	28.77%	1	1.37%
Actionable Requests	73					

North Frontenac Telephone Company

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	336	85.28%				
B 6-10			24	6.09%		
C 11-15			33	8.38%		
D 16+			1	0.25%		
Subtotal	336	85.28%	58	14.72%	0	
Actionable Requests	394					

Member

North Glengarry, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	68.97%				
B 6-10			4	13.79%		
C 11-15			1	3.45%		
D 16+					4	13.79%
Subtotal	20	68.97%	5	17.24%	4	13.79%
Actionable Requests	29					

North Grenville, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	3.16%
A 0-5	89	93.68%				
B 6-10			1	1.05%		
C 11-15			1	1.05%	1	1.05%
Subtotal	89	93.68%	2	2.11%	4	4.21%
Actionable Requests	95					

North Huron, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					6	18.75%
B 6-10			6	18.75%		
A 0-5	20	62.50%				
Subtotal	20	62.50%	6	18.75%	6	18.75%
Actionable Requests	32					

North Kent Wind 1 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					

North Middlesex, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					12	7.89%

Member

D 16+					140	92.11%
Subtotal	0		0		152	100.00%

Actionable Requests 152

North Perth, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	105	93.75%				
B 6-10			3	2.68%		
D 16+					4	3.57%
Subtotal	105	93.75%	3	2.68%	4	3.57%

Actionable Requests 112

North Renfrew Telecom Company (NRTC)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	222	81.62%				
B 6-10			22	8.09%		
C 11-15					3	1.10%
D 16+			5	1.84%	20	7.35%
Subtotal	222	81.62%	27	9.93%	23	8.46%

Actionable Requests 272

North Shore, 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

North Stormont, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	53.85%				
B 6-10			1	7.69%		
D 16+					5	38.46%
Subtotal	7	53.85%	1	7.69%	5	38.46%

Actionable Requests 13

Member

Northeastern Manitoulin and the Islands, Town

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

Northern Bruce Peninsula, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	95.24%				
B 6-10			1	4.76%		
Subtotal	20	95.24%	1	4.76%	0	
Actionable Requests	21					

Northern Cross Energy

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

Northern Ontario Wires

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	115	100.00%				
Subtotal	115	100.00%	0		0	
Actionable Requests	115					

Northern Tel Limited Partnership

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	336	71.79%				
B 6-10			52	11.11%		
C 11-15			24	5.13%	6	1.28%
D 16+			30	6.41%	20	4.27%
Subtotal	336	71.79%	106	22.65%	26	5.56%
Actionable Requests	468					

Northumberland, County of

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

A 0-5	37	80.43%				
B 6-10			6	13.04%	3	6.52%
Subtotal	37	80.43%	6	13.04%	3	6.52%

Actionable Requests 46

Norwich, Township Of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1 1.14%
B 6-10		16 18.18%	
A 0-5	71 80.68%		
Subtotal	71 80.68%	16 18.18%	1 1.14%

Actionable Requests 88

Nova Chemicals Corporation

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			2 6.25%
A 0-5	30 93.75%		
Subtotal	30 93.75%	0	2 6.25%

Actionable Requests 32

Oakville Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,097 78.75%		
B 6-10		168 12.06%	
C 11-15		34 2.44%	16 1.15%
D 16+		19 1.36%	59 4.24%
Subtotal	1097 78.75%	221 15.87%	75 5.38%

Actionable Requests 1393

Oakville, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,215 81.22%		
D 16+		25 1.67%	40 2.67%
B 6-10		163 10.90%	
C 11-15		35 2.34%	18 1.20%

Member

Subtotal	1215	81.22%	223	14.91%	58	3.88%
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Actionable Requests	1496					
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Oil Springs, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	38.89%				
B 6-10			3	16.67%		
D 16+					8	44.44%
Subtotal	7	38.89%	3	16.67%	8	44.44%

Actionable Requests	18					
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Oliver Paipouge, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	16.67%		
B 6-10			2	33.33%		
A 0-5	3	50.00%				
Subtotal	3	50.00%	3	50.00%	0	

Actionable Requests	6					
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ON-Energy Corp

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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Ontario Clean Water Agency

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

Actionable Requests	3					
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Ontario Power Generation - Lambton

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

Member

Subtotal	0		0		1	100.00%
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Actionable Requests	1					
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Ontario Power Generation - Niagara

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	11	78.57%				
B 6-10			2	14.29%		
D 16+					1	7.14%
Subtotal	11	78.57%	2	14.29%	1	7.14%

Actionable Requests	14					
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Ontera - A Division of NorthernTel

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	173	68.11%				
D 16+			7	2.76%	35	13.78%
B 6-10			33	12.99%		
C 11-15			5	1.97%	1	0.39%
Subtotal	173	68.11%	45	17.72%	36	14.17%

Actionable Requests	254					
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Opasatika, Township of

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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Orangeville Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			1	0.70%		
A 0-5	135	95.07%				
B 6-10			6	4.23%		
Subtotal	135	95.07%	7	4.93%	0	

Actionable Requests	142					
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Orangeville, Town of

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

C 11-15			16	9.14%		
D 16+			12	6.86%	21	12.00%
A 0-5	29	16.57%				
B 6-10			97	55.43%		
Subtotal	29	16.57%	125	71.43%	21	12.00%

Actionable Requests 175

Orangeville, Town of - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	37	100.00%				
Subtotal	37	100.00%	0		0	

Actionable Requests 37

Orillia, City of (EIS Dept)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	343	81.86%				
B 6-10			69	16.47%		
C 11-15			2	0.48%		
D 16+			2	0.48%	3	0.72%
Subtotal	343	81.86%	73	17.42%	3	0.72%

Actionable Requests 419

Oro-Medonte, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	38	97.44%				
D 16+			1	2.56%		
Subtotal	38	97.44%	1	2.56%	0	

Actionable Requests 39

Oshawa PUC Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	503	84.11%				
B 6-10			51	8.53%	7	1.17%
C 11-15			10	1.67%	11	1.84%
D 16+			9	1.51%	7	1.17%

Member

Subtotal	503	84.11%	70	11.71%	25	4.18%
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Actionable Requests	598					
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Oshawa, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			30	6.65%	6	1.33%
C 11-15			6	1.33%	8	1.77%
A 0-5	390	86.47%				
D 16+			8	1.77%	3	0.67%
Subtotal	390	86.47%	44	9.76%	17	3.77%

Actionable Requests	451					
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Oshawa, City of - Catch Basins

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	19	76.00%				
B 6-10			1	4.00%	2	8.00%
C 11-15					1	4.00%
D 16+			1	4.00%	1	4.00%
Subtotal	19	76.00%	2	8.00%	4	16.00%

Actionable Requests	25					
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Osler Bluff Ski-Club

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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Otonabee-South Monaghan

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	5	31.25%				
C 11-15			1	6.25%	1	6.25%
D 16+					9	56.25%
Subtotal	5	31.25%	1	6.25%	10	62.50%

Actionable Requests	16					
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Member

Ottawa Carleton District School Board

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

Ottawa River Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	201	99.01%				
B 6-10			2	0.99%		
Subtotal	201	99.01%	2	0.99%	0	
Actionable Requests	203					

Ottawa, City of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			2	0.05%		
B 6-10			186	4.27%		
A 0-5	4,162	95.59%				
D 16+			3	0.07%	1	0.02%
Subtotal	4162	95.59%	191	4.39%	1	0.02%
Actionable Requests	4354					

Ottawa, City of - Traffic Signals -976

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	863	99.31%				
B 6-10			6	0.69%		
Subtotal	863	99.31%	6	0.69%	0	
Actionable Requests	869					

Ottawa, City of - Water-Sewer - 975

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4,764	99.19%				
B 6-10			39	0.81%		
Subtotal	4764	99.19%	39	0.81%	0	
Actionable Requests	4803					

Member

Ottawa, University of

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

Owen Sound, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	119	76.77%				
B 6-10			19	12.26%		
C 11-15			17	10.97%		
Subtotal	119	76.77%	36	23.23%	0	
Actionable Requests	155					

Oxford, County of - Fiber

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	45.45%				
B 6-10			3	27.27%		
C 11-15			2	18.18%		
D 16+			1	9.09%		
Subtotal	5	45.45%	6	54.55%	0	
Actionable Requests	11					

Oxford, County of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	28.57%				
B 6-10			8	57.14%		
C 11-15			2	14.29%		
Subtotal	4	28.57%	10	71.43%	0	
Actionable Requests	14					

Oxford, County of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	26.67%				
B 6-10			7	46.67%		

Member

C 11-15			2	13.33%		
D 16+			2	13.33%		
Subtotal	4	26.67%	11	73.33%	0	

Actionable Requests 15

Oxford, County of - Water & Sewer

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			5	1.14%		
A 0-5	434	98.86%				
Subtotal	434	98.86%	5	1.14%	0	

Actionable Requests 439

Packet Works

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			1	7.69%	1	7.69%
A 0-5	8	61.54%				
B 6-10			3	23.08%		
Subtotal	8	61.54%	4	30.77%	1	7.69%

Actionable Requests 13

Parkhill Wind Farm (Nextera)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	57	98.28%				
D 16+					1	1.72%
Subtotal	57	98.28%	0		1	1.72%

Actionable Requests 58

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

B 6-10			11	27.50%		
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Member

A 0-5	29	72.50%				
Subtotal	29	72.50%	11	27.50%	0	

Actionable Requests 40

Peace Tree Service Board

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

Actionable Requests 1

Pearson (PIFF) and GTAA

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

Actionable Requests 4

Peel Region - Monitored Sites

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	7	18.92%	
B 6-10		1	2.70%
D 16+			29
Subtotal	7	18.92%	1

Actionable Requests 37

Peel, Region of - Brampton - Sanitary

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	288	83.00%	
B 6-10		33	9.51%
C 11-15		11	3.17%
D 16+		7	2.02%
Subtotal	288	83.00%	51

Actionable Requests 347

Peel, Region of - Brampton - Storm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	74	87.06%	

Member

B 6-10			7	8.24%		
C 11-15			2	2.35%		
D 16+			1	1.18%	1	1.18%
Subtotal	74	87.06%	10	11.76%	1	1.18%

Actionable Requests

85

Peel, Region of - Brampton - Water

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

C 11-15			12	1.74%	2	0.29%
D 16+			5	0.72%	39	5.65%
A 0-5	570	82.61%				
B 6-10			61	8.84%	1	0.14%
Subtotal	570	82.61%	78	11.30%	42	6.09%

Actionable Requests

690

Peel, Region of - Caledon - Sanitary

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	44	48.35%				
B 6-10			16	17.58%		
C 11-15			18	19.78%		
D 16+			6	6.59%	7	7.69%
Subtotal	44	48.35%	40	43.96%	7	7.69%

Actionable Requests

91

Peel, Region of - Caledon - Storm

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B 6-10			20	21.74%	1	1.09%
C 11-15			11	11.96%		
A 0-5	46	50.00%				
D 16+			8	8.70%	6	6.52%
Subtotal	46	50.00%	39	42.39%	7	7.61%

Actionable Requests

92

Peel, Region of - Caledon - Water

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

Member

A 0-5	333	51.15%				
B 6-10			157	24.12%	9	1.38%
C 11-15			55	8.45%	3	0.46%
D 16+			41	6.30%	53	8.14%
Subtotal	333	51.15%	253	38.86%	65	9.98%

Actionable Requests 651

Peel, Region of - Dedicated Locator (Mississauga)

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

Actionable Requests 1

Peel, Region of - Mississauga - Sanitary

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	514 79.57%		
D 16+		7 1.08%	19 2.94%
B 6-10		63 9.75%	7 1.08%
C 11-15		23 3.56%	13 2.01%
Subtotal	514 79.57%	93 14.40%	39 6.04%

Actionable Requests 646

Peel, Region of - Mississauga - Storm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	38 69.09%		
B 6-10		10 18.18%	
C 11-15		2 3.64%	
D 16+		3 5.45%	2 3.64%
Subtotal	38 69.09%	15 27.27%	2 3.64%

Actionable Requests 55

Peel, Region of - Mississauga - Water

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	762 85.91%		
B 6-10		65 7.33%	2 0.23%

Member

C 11-15			14	1.58%	3	0.34%
D 16+			7	0.79%	34	3.83%
Subtotal	762	85.91%	86	9.70%	39	4.40%

Actionable Requests

887

Peel, Region of - Traffic Signals

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	209	96.76%				
B 6-10			6	2.78%		
C 11-15			1	0.46%		
Subtotal	209	96.76%	7	3.24%	0	

Actionable Requests

216

Peel, Region of (Peel Fibre Optics)

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B 6-10			106	14.70%	2	0.28%
C 11-15			123	17.06%		
A 0-5	474	65.74%				
D 16+			15	2.08%	1	0.14%
Subtotal	474	65.74%	244	33.84%	3	0.42%

Actionable Requests

721

Pelham, Town of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	168	75.68%				
B 6-10			32	14.41%	1	0.45%
C 11-15			5	2.25%		
D 16+					16	7.21%
Subtotal	168	75.68%	37	16.67%	17	7.66%

Actionable Requests

222

Pembina Pipeline

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	3	100.00%				
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Member

Subtotal	3	100.00%	0		0	
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Actionable Requests	3					
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Pembroke, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	117	95.90%				
D 16+			1	0.82%	4	3.28%
Subtotal	117	95.90%	1	0.82%	4	3.28%

Actionable Requests	122					
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Penetanguishene, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			14	25.00%		
C 11-15			1	1.79%		
D 16+			2	3.57%	3	5.36%
A 0-5	36	64.29%				
Subtotal	36	64.29%	17	30.36%	3	5.36%

Actionable Requests	56					
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Perth East, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	2.70%
A 0-5	33	89.19%				
B 6-10			3	8.11%		
Subtotal	33	89.19%	3	8.11%	1	2.70%

Actionable Requests	37					
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Perth South, Township of

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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Perth, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	31	96.88%				
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Member

D 16+					1	3.13%
Subtotal	31	96.88%	0		1	3.13%

Actionable Requests 32

Petawawa, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	223	84.79%				
B 6-10			4	1.52%		
C 11-15			5	1.90%		
D 16+			11	4.18%	20	7.60%
Subtotal	223	84.79%	20	7.60%	20	7.60%

Actionable Requests 263

Peterborough Utilities (water, wastewater)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	462	97.67%				
B 6-10			11	2.33%		
Subtotal	462	97.67%	11	2.33%	0	

Actionable Requests 473

Peterborough, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			5	0.84%		
A 0-5	589	99.16%				
Subtotal	589	99.16%	5	0.84%	0	

Actionable Requests 594

Peterborough, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	141	99.30%				
D 16+					1	0.70%
Subtotal	141	99.30%	0		1	0.70%

Actionable Requests 142

Petrolia, Town of

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

D 16+					1	1.59%
A 0-5	60	95.24%				
B 6-10			2	3.17%		
Subtotal	60	95.24%	2	3.17%	1	1.59%

Actionable Requests 63

Pickering, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					306	97.76%
C 11-15					7	2.24%
Subtotal	0		0		313	100.00%

Actionable Requests 313

Pickle Lake, 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

Pine Valley Drive - Private owner

Completed within Compliant Non-Compliant Non-Compliant No Response

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	75	98.68%				
D 16+			1	1.32%		
Subtotal	75	98.68%	1	1.32%	0	

Actionable Requests 76

Plateau Wind Farm

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	100.00%
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Member

Subtotal	0		0		1	100.00%
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Actionable Requests	1					
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Plympton-Wyoming, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	94	78.33%				
B 6-10			13	10.83%		
D 16+					13	10.83%
Subtotal	94	78.33%	13	10.83%	13	10.83%

Actionable Requests	120					
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Point Edward, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	5	18.52%				
D 16+			22	81.48%		
Subtotal	5	18.52%	22	81.48%	0	

Actionable Requests	27					
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Port Burwell Area Secondary Water Supply

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

Actionable Requests	6					
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Port Colborne, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	0.50%		
A 0-5	198	99.50%				
Subtotal	198	99.50%	1	0.50%	0	

Actionable Requests	199					
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Port Dover and Nanticoke Wind Project

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			1	10.00%	2	20.00%
B 6-10			2	20.00%		
A 0-5	5	50.00%				

Member

Subtotal	5	50.00%	3	30.00%	2	20.00%
Actionable Requests	10					

Port Hope, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	145	98.64%				
D 16+					2	1.36%
Subtotal	145	98.64%	0		2	1.36%
Actionable Requests	147					

Powassan, Municipality of

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

Prescott & Russell, United Counties of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	5.88%
D 16+					16	94.12%
Subtotal	0		0		17	100.00%
Actionable Requests	17					

Prescott, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					33	100.00%
Subtotal	0		0		33	100.00%
Actionable Requests	33					

Primus Management ULC

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

Member

Prince Edward, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					135	99.26%
C 11-15					1	0.74%
Subtotal	0		0		136	100.00%
Actionable Requests	136					

Public Services and Procurement Canada - Services publics et

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					32	52.46%
A 0-5	27	44.26%				
B 6-10			1	1.64%		
C 11-15					1	1.64%
Subtotal	27	44.26%	1	1.64%	33	54.10%
Actionable Requests	61					

Puslinch, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	12.50%
A 0-5	4	50.00%				
C 11-15			2	25.00%	1	12.50%
Subtotal	4	50.00%	2	25.00%	2	25.00%
Actionable Requests	8					

Q9 Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	30.43%				
D 16+					16	69.57%
Subtotal	7	30.43%	0		16	69.57%
Actionable Requests	23					

Quadro Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	461	99.35%				
B 6-10			3	0.65%		

Member

Subtotal	461	99.35%	3	0.65%	0	
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Actionable Requests	464					
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Queen's University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	21	95.45%				
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D 16+					1	4.55%
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Subtotal	21	95.45%	0		1	4.55%
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Actionable Requests	22					
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Queens University Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	18	78.26%				
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D 16+					5	21.74%
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Subtotal	18	78.26%	0		5	21.74%
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Actionable Requests	23					
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Quinte West, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	637	96.52%				
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B 6-10			20	3.03%		
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D 16+					3	0.45%
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Subtotal	637	96.52%	20	3.03%	3	0.45%
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Actionable Requests	660					
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Rainy River, Town of

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

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

Subtotal	1	100.00%	0		0	
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Actionable Requests	1					
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Ramara, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	34	79.07%				
B 6-10			4	9.30%		
C 11-15					1	2.33%
D 16+					4	9.30%
Subtotal	34	79.07%	4	9.30%	5	11.63%

Actionable Requests	43					
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Red Lake, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	7.14%
A 0-5	13	92.86%				
Subtotal	13	92.86%	0		1	7.14%

Actionable Requests	14					
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Red Rock, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	11.11%
A 0-5	7	77.78%				
B 6-10			1	11.11%		
Subtotal	7	77.78%	1	11.11%	1	11.11%

Actionable Requests	9					
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Redditt Local Service Board

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

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

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			7	12.07%		
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Member

A 0-5	37	63.79%				
B 6-10			14	24.14%		
Subtotal	37	63.79%	21	36.21%	0	

Actionable Requests 58

Region of Waterloo, Rapid Transit

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1 2.00%
C 11-15		2 4.00%	
A 0-5	43 86.00%		
B 6-10		4 8.00%	
Subtotal	43 86.00%	6 12.00%	1 2.00%

Actionable Requests 50

Renfrew Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	82 98.80%		
B 6-10		1 1.20%	
Subtotal	82 98.80%	1 1.20%	0

Actionable Requests 83

Renfrew, County of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	64 83.12%		
B 6-10		9 11.69%	
D 16+			4 5.19%
Subtotal	64 83.12%	9 11.69%	4 5.19%

Actionable Requests 77

Renfrew, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	64 80.00%		
B 6-10		9 11.25%	
C 11-15			2 2.50%
D 16+		1 1.25%	4 5.00%

Member

Subtotal	64	80.00%	10	12.50%	6	7.50%
Actionable Requests	80					

Richmond Hill, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	631	100.00%				
Subtotal	631	100.00%	0		0	
Actionable Requests	631					

Rideau Lakes, 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					

Rideau St Lawrence Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	81	94.19%				
D 16+			1	1.16%	2	2.33%
B 6-10			2	2.33%		
Subtotal	81	94.19%	3	3.49%	2	2.33%
Actionable Requests	86					

Rogers Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20,560	88.15%				
B 6-10			1119	4.80%	1	0.00%
C 11-15			409	1.75%	35	0.15%
D 16+			285	1.22%	916	3.93%
Subtotal	20560	88.15%	1813	7.77%	952	4.08%
Actionable Requests	23325					

Romney Wind Energy Centre LP

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

Member

Subtotal	3	100.00%	0		0	
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Actionable Requests	3					
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Rowe Energy Corporation

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

Actionable Requests	2					
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Roxborough Telephone Co Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	12.50%		
D 16+			1	12.50%	2	25.00%
A 0-5	4	50.00%				
Subtotal	4	50.00%	2	25.00%	2	25.00%

Actionable Requests	8					
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Ruralwave

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			2	1.16%	1	0.58%
A 0-5	148	85.55%				
B 6-10			20	11.56%		
C 11-15			2	1.16%		
Subtotal	148	85.55%	24	13.87%	1	0.58%

Actionable Requests	173					
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Russell, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					12	8.70%
A 0-5	120	86.96%				
B 6-10			6	4.35%		
Subtotal	120	86.96%	6	4.35%	12	8.70%

Actionable Requests	138					
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Member

Sables-Spanish Rivers, Township of

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

Sarnia, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	650	99.54%				
B 6-10			3	0.46%		
Subtotal	650	99.54%	3	0.46%	0	
Actionable Requests	653					

Saugeen First Nations Fibre

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

Saugeen First Nations Water

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

Saugeen Shores, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	344	86.65%				
B 6-10			52	13.10%		
D 16+					1	0.25%
Subtotal	344	86.65%	52	13.10%	1	0.25%
Actionable Requests	397					

Sault Ste Marie PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,397	96.95%				

Member

B 6-10			43	2.98%		
D 16+			1	0.07%		
Subtotal	1397	96.95%	44	3.05%	0	

Actionable Requests 1441

Sault Ste Marie, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	152	95.00%	
D 16+			3
C 11-15		1	0.63%
B 6-10		4	2.50%
Subtotal	152	95.00%	5

Actionable Requests 160

Schreiber, Municipality of

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

Actionable Requests 1

Scugog, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	117	95.12%	
D 16+			6
Subtotal	117	95.12%	0

Actionable Requests 123

Seguin, Township of

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

Actionable Requests 3

Selwyn, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	30	93.75%	

Member

C 11-15					1	3.13%
D 16+					1	3.13%
Subtotal	30	93.75%	0		2	6.25%

Actionable Requests 32

Severn, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	62	93.94%	
B 6-10			3
D 16+			4.55%
Subtotal	62	93.94%	3
			4.55%
			1
			1.52%
Subtotal	62	93.94%	3
			4.55%
			1
			1.52%

Actionable Requests 66

Shaw Cable Systems

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		1	0.08%
D 16+		3	0.24%
A 0-5	1,182	96.10%	
B 6-10		20	1.63%
Subtotal	1182	96.10%	24
			1.95%
			24
			1.95%

Actionable Requests 1230

Shelburne, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	33	94.29%	
D 16+			2
Subtotal	33	94.29%	0
			5.71%
			2
			5.71%

Actionable Requests 35

Shell Canada

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	2	66.67%	
D 16+			1
Subtotal	2	66.67%	0
			33.33%
			1
			33.33%

Actionable Requests 3

Member

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					

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	
C 11-15					1	33.33%
D 16+					2	66.67%
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+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					

Simcoe, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					6	2.74%
A 0-5	211	96.35%				

Member

B 6-10			1	0.46%		
C 11-15			1	0.46%		
Subtotal	211	96.35%	2	0.91%	6	2.74%

Actionable Requests

219

Sioux Lookout Hydro

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	25	92.59%				
D 16+					2	7.41%
Subtotal	25	92.59%	0		2	7.41%

Actionable Requests

27

Sioux Lookout, Municipality of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	11	78.57%				
D 16+			2	14.29%	1	7.14%
Subtotal	11	78.57%	2	14.29%	1	7.14%

Actionable Requests

14

Six Nations Gas

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+			1	1.00%	5	5.00%
A 0-5	46	46.00%				
B 6-10			45	45.00%		
C 11-15			3	3.00%		
Subtotal	46	46.00%	49	49.00%	5	5.00%

Actionable Requests

100

Sky Generation (Sprott Power)

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

Member

Skyway 8

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

Smiths Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	67	75.28%				
B 6-10			20	22.47%		
C 11-15			1	1.12%		
D 16+					1	1.12%
Subtotal	67	75.28%	21	23.60%	1	1.12%
Actionable Requests	89					

Smooth Rock Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	13.04%				
D 16+					19	82.61%
C 11-15					1	4.35%
Subtotal	3	13.04%	0		20	86.96%
Actionable Requests	23					

South Bruce Peninsula, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	83	84.69%				
B 6-10			3	3.06%		
C 11-15			4	4.08%		
D 16+					8	8.16%
Subtotal	83	84.69%	7	7.14%	8	8.16%
Actionable Requests	98					

South Bruce, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	4.17%		

Member

D 16+			8	16.67%	9	18.75%
A 0-5	29	60.42%				
Subtotal	29	60.42%	10	20.83%	9	18.75%

Actionable Requests 48

South Dundas, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response			
B 6-10		3	6.38%			
D 16+			2	4.26%		
A 0-5	42	89.36%				
Subtotal	42	89.36%	3	6.38%	2	4.26%

Actionable Requests 47

South Frontenac, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response			
D 16+			5	9.62%		
A 0-5	41	78.85%				
B 6-10		6	11.54%			
Subtotal	41	78.85%	6	11.54%	5	9.62%

Actionable Requests 52

South Glengarry, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response			
D 16+			8	17.02%		
A 0-5	37	78.72%				
B 6-10		2	4.26%			
Subtotal	37	78.72%	2	4.26%	8	17.02%

Actionable Requests 47

South Huron Hospital

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

Actionable Requests 1

Member

South Huron, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	71	71.00%				
B 6-10			15	15.00%		
C 11-15					5	5.00%
D 16+					9	9.00%
Subtotal	71	71.00%	15	15.00%	14	14.00%
Actionable Requests	100					

South Kent Wind Project

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	90.00%				
C 11-15					1	10.00%
Subtotal	9	90.00%	0		1	10.00%
Actionable Requests	10					

South River, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	7.69%
D 16+					3	23.08%
A 0-5	9	69.23%				
Subtotal	9	69.23%	0		4	30.77%
Actionable Requests	13					

South Stormont, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	0.94%	18	16.98%
A 0-5	85	80.19%				
B 6-10			2	1.89%		
Subtotal	85	80.19%	3	2.83%	18	16.98%
Actionable Requests	106					

Southgate, Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					6	26.09%

Member

A 0-5	14	60.87%				
B 6-10			3	13.04%		
Subtotal	14	60.87%	3	13.04%	6	26.09%

Actionable Requests 23

Southwest Middlesex, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	110	87.30%				
B 6-10			14	11.11%		
D 16+			1	0.79%	1	0.79%
Subtotal	110	87.30%	15	11.90%	1	0.79%

Actionable Requests 126

South-West Oxford, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	1.69%				
C 11-15					5	8.47%
D 16+					53	89.83%
Subtotal	1	1.69%	0		58	98.31%

Actionable Requests 59

Southwold, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

C 11-15					2	5.13%
D 16+					37	94.87%
Subtotal	0		0		39	100.00%

Actionable Requests 39

SP Belle River Wind LP

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 7

Spectrum Telecom Group Ltd

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

D 16+					31	73.81%
A 0-5	11	26.19%				
Subtotal	11	26.19%	0		31	73.81%

Actionable Requests 42

Springwater, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	3.33%
C 11-15			2	6.67%		
B 6-10			8	26.67%		
A 0-5	19	63.33%				
Subtotal	19	63.33%	10	33.33%	1	3.33%

Actionable Requests 30

St. Catharines, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	636	94.50%				
B 6-10			18	2.67%		
C 11-15			2	0.30%		
D 16+			1	0.15%	16	2.38%
Subtotal	636	94.50%	21	3.12%	16	2.38%

Actionable Requests 673

St. Charles, Municipality of

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

Actionable Requests 1

St. Clair, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	95	46.57%				
C 11-15					1	0.49%
D 16+					108	52.94%

Member

Subtotal	95	46.57%	0		109	53.43%
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Actionable Requests	204					
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St. Columban Wind Farms LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	2	100.00%				
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Subtotal	2	100.00%	0		0	
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Actionable Requests	2					
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St. Joseph, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	3	100.00%				
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Subtotal	3	100.00%	0		0	
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Actionable Requests	3					
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St. Josephs Healthcare (Hamilton)

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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St. Marys General Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					3	100.00%
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Subtotal	0		0		3	100.00%
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Actionable Requests	3					
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St. Marys, Separated Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	97	100.00%				
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Subtotal	97	100.00%	0		0	
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Actionable Requests	97					
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St. Michael's Hospital

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15					1	12.50%
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Member

D 16+					7	87.50%
Subtotal	0		0		8	100.00%

Actionable Requests

8

St. Thomas, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	530	81.79%				
B 6-10			73	11.27%		
C 11-15			23	3.55%		
D 16+			12	1.85%	10	1.54%
Subtotal	530	81.79%	108	16.67%	10	1.54%

Actionable Requests

648

Start Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	213	50.35%				
B 6-10			52	12.29%		
C 11-15			32	7.57%	3	0.71%
D 16+			40	9.46%	83	19.62%
Subtotal	213	50.35%	124	29.31%	86	20.33%

Actionable Requests

423

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	21	100.00%				
Subtotal	21	100.00%	0		0	

Actionable Requests

21

Stone Mills, Township 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

Stonebridge Golf and Country Club

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

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

Actionable Requests

3

Storm Internet

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	13	18.84%				
D 16+					56	81.16%
Subtotal	13	18.84%	0		56	81.16%

Actionable Requests

69

Stormont, Dundas & Glengarry, United Counties (SDG01)

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

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

Actionable Requests

3

Stormont, Dundas & Glengarry, United Counties (SDG02)

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	14	87.50%				
B 6-10			2	12.50%		
Subtotal	14	87.50%	2	12.50%	0	

Actionable Requests

16

Stratford, City of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

C 11-15			13	4.53%	10	3.48%
D 16+					25	8.71%
B 6-10			134	46.69%		

Member

A 0-5	105	36.59%				
Subtotal	105	36.59%	147	51.22%	35	12.20%

Actionable Requests 287

Strathroy-Caradoc, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	107	100.00%	
Subtotal	107	100.00%	0

Actionable Requests 107

Stubbs Communications

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

Actionable Requests 2

Sudbury District Energy

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

Actionable Requests 1

Summer Haven Wind

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

Actionable Requests 10

Sun Canadian Pipelines

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	339	94.96%	
D 16+			13
B 6-10			4
C 11-15			1

Member

Subtotal	339	94.96%	0		18	5.04%
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Actionable Requests	357					
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Sun Canadian Pipelines - Sarnia Area

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	34	97.14%				
D 16+					1	2.86%
Subtotal	34	97.14%	0		1	2.86%

Actionable Requests	35					
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Suncor Energy Products (SNCP03)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			2	40.00%		
D 16+					3	60.00%
Subtotal	0		2	40.00%	3	60.00%

Actionable Requests	5					
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Suncor Energy Products (SNCP05)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	2	66.67%				
D 16+					1	33.33%
Subtotal	2	66.67%	0		1	33.33%

Actionable Requests	3					
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Sundridge, Village of

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

Actionable Requests	14					
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Superior View Gas Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	4	66.67%				
C 11-15			1	16.67%		
D 16+					1	16.67%

Member

Subtotal	4	66.67%	1	16.67%	1	16.67%
Actionable Requests	6					

SWNS LP - Whittington Wind Farm

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

Synergy North - Kenora

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	32	96.97%				
D 16+					1	3.03%
Subtotal	32	96.97%	0		1	3.03%
Actionable Requests	33					

Synergy North - Thunder Bay

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,093	95.04%				
B 6-10			42	3.65%		
C 11-15			11	0.96%		
D 16+			1	0.09%	3	0.26%
Subtotal	1093	95.04%	54	4.70%	3	0.26%
Actionable Requests	1150					

Talbot Windfarm

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

Tay, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	9.76%		
D 16+					1	2.44%
A 0-5	36	87.80%				

Member

Subtotal	36	87.80%	4	9.76%	1	2.44%
Actionable Requests	41					

Tay, Township of - Street Lights

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

TBayTel

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	934	86.48%				
B 6-10			114	10.56%		
C 11-15			18	1.67%	1	0.09%
D 16+			2	0.19%	11	1.02%
Subtotal	934	86.48%	134	12.41%	12	1.11%
Actionable Requests	1080					

Tecumseh, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	38	31.93%				
D 16+					2	1.68%
B 6-10			78	65.55%		
C 11-15			1	0.84%		
Subtotal	38	31.93%	79	66.39%	2	1.68%
Actionable Requests	119					

TekSavvy Solutions Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	231	78.84%				
B 6-10			6	2.05%		
C 11-15			2	0.68%		
D 16+			2	0.68%	52	17.75%
Subtotal	231	78.84%	10	3.41%	52	17.75%
Actionable Requests	293					

Member

telMAX Inc						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	174	78.38%				
B 6-10			36	16.22%		
C 11-15			10	4.50%		
D 16+					2	0.90%
Subtotal	174	78.38%	46	20.72%	2	0.90%
Actionable Requests	222					

Telus						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,694	93.15%				
B 6-10			157	5.43%		
C 11-15			18	0.62%	1	0.03%
D 16+			11	0.38%	11	0.38%
Subtotal	2694	93.15%	186	6.43%	12	0.41%
Actionable Requests	2892					

Temagami, Municipality 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					

Temiskaming Shores, City of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	69	100.00%				
Subtotal	69	100.00%	0		0	
Actionable Requests	69					

TeraGo Networks Inc						
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%				

Member

Subtotal	2	28.57%	1	14.29%	4	57.14%
Actionable Requests	7					

Teraspan Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	33	97.06%				
D 16+					1	2.94%
Subtotal	33	97.06%	0		1	2.94%
Actionable Requests	34					

Terrace Bay, 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					

Thames Centre, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	62	80.52%				
D 16+					2	2.60%
B 6-10			11	14.29%		
C 11-15			2	2.60%		
Subtotal	62	80.52%	13	16.88%	2	2.60%
Actionable Requests	77					

Thames Centre, Municipality of – Storm Sewer, Drains, Streetli

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	162	95.29%				
D 16+					8	4.71%
Subtotal	162	95.29%	0		8	4.71%
Actionable Requests	170					

Thessalon, Town 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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Thorold, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	312	87.39%				
D 16+			6	1.68%		
B 6-10			33	9.24%		
C 11-15			6	1.68%		
Subtotal	312	87.39%	45	12.61%	0	

Actionable Requests	357					
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Thunder Bay, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	423	39.28%				
B 6-10			560	52.00%		
C 11-15			47	4.36%	1	0.09%
D 16+			1	0.09%	45	4.18%
Subtotal	423	39.28%	608	56.45%	46	4.27%

Actionable Requests	1077					
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Thunder Bay, City of - Parks Property

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	149	97.39%				
B 6-10			3	1.96%		
C 11-15			1	0.65%		
Subtotal	149	97.39%	4	2.61%	0	

Actionable Requests	153					
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Tillsonburg Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	219	100.00%				
Subtotal	219	100.00%	0		0	

Actionable Requests	219					
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Member

Tillsonburg, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	210	99.53%				
B 6-10			1	0.47%		
Subtotal	210	99.53%	1	0.47%	0	
Actionable Requests	211					

Timmins, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	264	100.00%				
Subtotal	264	100.00%	0		0	
Actionable Requests	264					

Timmins, City of - Traffic and Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	1.00%		
D 16+					11	11.00%
A 0-5	88	88.00%				
Subtotal	88	88.00%	1	1.00%	11	11.00%
Actionable Requests	100					

Tiny, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	66	85.71%				
B 6-10			10	12.99%		
C 11-15					1	1.30%
Subtotal	66	85.71%	10	12.99%	1	1.30%
Actionable Requests	77					

Toronto Community Housing

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

Toronto East Health Network

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

Toronto Gas Extraction

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

Toronto Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			47	0.53%	98	1.10%
C 11-15			88	0.99%	14	0.16%
A 0-5	8,276	92.69%				
B 6-10			381	4.27%	25	0.28%
Subtotal	8276	92.69%	516	5.78%	137	1.53%
Actionable Requests	8929					

Toronto Metropolitan University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	45.45%				
B 6-10			6	54.55%		
Subtotal	5	45.45%	6	54.55%	0	
Actionable Requests	11					

Toronto Transit Commission (TTC) - Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	0.91%	21	9.59%
A 0-5	187	85.39%				
B 6-10			7	3.20%		
C 11-15			1	0.46%	1	0.46%

Member

Subtotal	187	85.39%	10	4.57%	22	10.05%
Actionable Requests	219					

Toronto Transit Commission (TTC) - Electrical Lines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	389	67.07%				
B 6-10			49	8.45%		
C 11-15			27	4.66%	16	2.76%
D 16+			3	0.52%	96	16.55%
Subtotal	389	67.07%	79	13.62%	112	19.31%
Actionable Requests	580					

Toronto Transit Commission (TTC) - Rail Structures

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	503	99.60%				
B 6-10			2	0.40%		
Subtotal	503	99.60%	2	0.40%	0	
Actionable Requests	505					

Toronto, City of - BIA

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	194	73.21%				
B 6-10			5	1.89%		
C 11-15			2	0.75%	8	3.02%
D 16+			2	0.75%	54	20.38%
Subtotal	194	73.21%	9	3.40%	62	23.40%
Actionable Requests	265					

Toronto, City of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			15	0.90%	38	2.27%
C 11-15			31	1.85%	21	1.25%
B 6-10			82	4.90%	29	1.73%
A 0-5	1,458	87.10%				

Member

Subtotal	1458	87.10%	128	7.65%	88	5.26%
Actionable Requests	1674					

Toronto, City of - Water and Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			163	4.48%	43	1.18%
C 11-15			48	1.32%	42	1.16%
D 16+			34	0.94%	46	1.27%
A 0-5	3,259	89.66%				
Subtotal	3259	89.66%	245	6.74%	131	3.60%
Actionable Requests	3635					

Toronto, University of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	54	90.00%				
B 6-10			6	10.00%		
Subtotal	54	90.00%	6	10.00%	0	
Actionable Requests	60					

Trans Canada Utilities for York Region Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	458	67.45%				
D 16+			24	3.53%	20	2.95%
B 6-10			140	20.62%	5	0.74%
C 11-15			28	4.12%	4	0.59%
Subtotal	458	67.45%	192	28.28%	29	4.27%
Actionable Requests	679					

TransCanada Pipelines - East

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			10	0.86%	78	6.73%
A 0-5	1,042	89.91%				
B 6-10			16	1.38%	1	0.09%
C 11-15			5	0.43%	7	0.60%

Member

Subtotal	1042	89.91%	31	2.67%	86	7.42%
Actionable Requests	1159					

TransCanada Pipelines - North

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			6	6.52%	11	11.96%
C 11-15			5	5.43%	3	3.26%
A 0-5	62	67.39%				
B 6-10			5	5.43%		
Subtotal	62	67.39%	16	17.39%	14	15.22%
Actionable Requests	92					

Trans-Northern Pipelines (TN01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	410	96.93%				
B 6-10			7	1.65%		
C 11-15			1	0.24%	1	0.24%
D 16+					4	0.95%
Subtotal	410	96.93%	8	1.89%	5	1.18%
Actionable Requests	423					

Trans-Northern Pipelines (TN02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	73	97.33%				
B 6-10			1	1.33%		
D 16+					1	1.33%
Subtotal	73	97.33%	1	1.33%	1	1.33%
Actionable Requests	75					

Trent Hills, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	42	87.50%				
B 6-10			6	12.50%		
Subtotal	42	87.50%	6	12.50%	0	
Actionable Requests	48					

Member

Trent Lakes, 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					

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

Tribute Gas						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	4.17%				
B 6-10			41	85.42%		
D 16+					5	10.42%
Subtotal	2	4.17%	41	85.42%	5	10.42%
Actionable Requests	48					

Tuckersmith Communications						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	251	98.05%				
D 16+					5	1.95%
Subtotal	251	98.05%	0		5	1.95%
Actionable Requests	256					

Tweed, Municipality of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					19	100.00%
Subtotal	0		0		19	100.00%
Actionable Requests	19					

University Health Network						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	42.86%				

Member

B 6-10			4	57.14%		
Subtotal	3	42.86%	4	57.14%	0	

Actionable Requests 7

University Health Network - Princess Margaret

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 4

University Health Network - Toronto General

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

University Health Network - Toronto Western

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 4

University of Western Ontario

Completed within Compliant Non-Compliant Non-Compliant No Response

C 11-15			8	13.11%	2	3.28%
D 16+			14	22.95%	37	60.66%
Subtotal	0		22	36.07%	39	63.93%

Actionable Requests 61

University of Windsor

Completed within Compliant Non-Compliant Non-Compliant No Response

C 11-15					1	12.50%
D 16+					7	87.50%
Subtotal	0		0		8	100.00%

Actionable Requests 8

Member

UpLink Communications Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	18.75%
A 0-5	13	81.25%				
Subtotal	13	81.25%	0		3	18.75%
Actionable Requests	16					

Upper Canada District School Board

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

Uxbridge, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			5	3.33%		
C 11-15			1	0.67%		
D 16+					8	5.33%
A 0-5	136	90.67%				
Subtotal	136	90.67%	6	4.00%	8	5.33%
Actionable Requests	150					

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	15	100.00%				
Subtotal	15	100.00%	0		0	
Actionable Requests	15					

Vaughan, City of (Street Lights)

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

A 0-5	647	47.64%				
D 16+			38	2.80%	571	42.05%
B 6-10			55	4.05%		
C 11-15			44	3.24%	3	0.22%
Subtotal	647	47.64%	137	10.09%	574	42.27%

Actionable Requests 1358

Vaughan, City of (Traffic Signals)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			2 13.33%
A 0-5	7 46.67%		
B 6-10		5 33.33%	
C 11-15		1 6.67%	
Subtotal	7 46.67%	6 40.00%	2 13.33%

Actionable Requests 15

Vaughan, City of (Water, Sewer)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		2 0.46%	
B 6-10		2 0.46%	
A 0-5	433 99.08%		
Subtotal	433 99.08%	4 0.92%	0

Actionable Requests 437

Vianet (768812 Ontario Inc)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	863 99.88%		
B 6-10		1 0.12%	
Subtotal	863 99.88%	1 0.12%	0

Actionable Requests 864

Videotron Senc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	240 55.17%		
B 6-10		14 3.22%	1 0.23%

Member

C 11-15			5	1.15%	7	1.61%
D 16+			3	0.69%	165	37.93%
Subtotal	240	55.17%	22	5.06%	173	39.77%

Actionable Requests 435

Wainfleet Wind Power

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

Walker Environmental Group 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

Warwick, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	8	25.00%				
C 11-15					1	3.13%
D 16+					23	71.88%
Subtotal	8	25.00%	0		24	75.00%

Actionable Requests 32

Wasaga Beach Distribution

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	217	100.00%				
Subtotal	217	100.00%	0		0	

Actionable Requests 217

Wasaga Beach, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	223	97.81%				
B 6-10			2	0.88%		
D 16+					3	1.32%

Member

Subtotal	223	97.81%	2	0.88%	3	1.32%
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Actionable Requests	228					
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Wasdell Falls Power Line

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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Waste Connections of Canada

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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Waste Management Canada

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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Waterloo Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			2	6.90%		
A 0-5	22	75.86%				
B 6-10			5	17.24%		
Subtotal	22	75.86%	7	24.14%	0	

Actionable Requests	29					
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Waterloo, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					32	4.51%
C 11-15			3	0.42%		
A 0-5	662	93.24%				
B 6-10			13	1.83%		

Member

Subtotal	662	93.24%	16	2.25%	32	4.51%
Actionable Requests	710					

Waterloo, Region of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	213	94.67%				
B 6-10			12	5.33%		
Subtotal	213	94.67%	12	5.33%	0	
Actionable Requests	225					

Waterloo, Region of - Rural Storm Sewers

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			13	13.54%		
C 11-15			5	5.21%		
D 16+			2	2.08%	2	2.08%
A 0-5	74	77.08%				
Subtotal	74	77.08%	20	20.83%	2	2.08%
Actionable Requests	96					

Waterloo, Region of - Weather Stations

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

Waterloo, Region of (North Dumfries Wellesley Water)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	170	76.58%				
B 6-10			29	13.06%		
C 11-15			12	5.41%		
D 16+			5	2.25%	6	2.70%
Subtotal	170	76.58%	46	20.72%	6	2.70%
Actionable Requests	222					

Waterloo, University of

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

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

Actionable Requests: 1

WaveDirect Telecommunications

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			7
Subtotal	0	0	7

Actionable Requests: 7

Wawa, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		1	8
A 0-5	1		
Subtotal	1	1	8

Actionable Requests: 10

Welland Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		1	2
A 0-5	357		
B 6-10		36	
C 11-15		2	
Subtotal	357	39	2

Actionable Requests: 398

Welland, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		1	2
C 11-15		3	
A 0-5	485		
B 6-10		117	
Subtotal	485	121	2

Actionable Requests: 608

Member

Welland, City of - Streetlights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	543	91.26%				
B 6-10			43	7.23%		
C 11-15			2	0.34%		
D 16+			5	0.84%	2	0.34%
Subtotal	543	91.26%	50	8.40%	2	0.34%
Actionable Requests	595					

Wellesley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	54	88.52%				
B 6-10			5	8.20%		
C 11-15			1	1.64%		
D 16+					1	1.64%
Subtotal	54	88.52%	6	9.84%	1	1.64%
Actionable Requests	61					

Wellington North Power Inc

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

Wellington North, Township Of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	79	100.00%				
Subtotal	79	100.00%	0		0	
Actionable Requests	79					

Wellington, County of

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

Member

West Elgin, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	26	89.66%				
B 6-10			2	6.90%		
D 16+					1	3.45%
Subtotal	26	89.66%	2	6.90%	1	3.45%
Actionable Requests	29					

West Grey, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	82.14%				
D 16+					5	17.86%
Subtotal	23	82.14%	0		5	17.86%
Actionable Requests	28					

West Lincoln, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	32	94.12%				
D 16+					2	5.88%
Subtotal	32	94.12%	0		2	5.88%
Actionable Requests	34					

West Nipissing, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	2.47%		
D 16+					1	1.23%
A 0-5	78	96.30%				
Subtotal	78	96.30%	2	2.47%	1	1.23%
Actionable Requests	81					

West Perth, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	5.56%		
D 16+					2	5.56%
A 0-5	32	88.89%				

Member

Subtotal	32	88.89%	2	5.56%	2	5.56%
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Actionable Requests	36					
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West Windsor Power

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

Actionable Requests	7					
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Westario Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	122	31.52%				
D 16+			42	10.85%	27	6.98%
B 6-10			120	31.01%		
C 11-15			74	19.12%	2	0.52%
Subtotal	122	31.52%	236	60.98%	29	7.49%

Actionable Requests	387					
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Westport, Village of

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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Whitby, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	422	57.03%				
B 6-10			3	0.41%		
C 11-15			1	0.14%	11	1.49%
D 16+					303	40.95%
Subtotal	422	57.03%	4	0.54%	314	42.43%

Actionable Requests	740					
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Whitchurch-Stouffville, Town of

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

A 0-5	478	99.17%				
B 6-10			3	0.62%		
C 11-15			1	0.21%		
Subtotal	478	99.17%	4	0.83%	0	

Actionable Requests 482

Whitewater Region, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	16	80.00%				
D 16+			3	15.00%	1	5.00%
Subtotal	16	80.00%	3	15.00%	1	5.00%

Actionable Requests 20

Wiet Peeters Farm Products Limited

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 1

Wightman Telecom Fibre Ltd

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			112	9.11%		
C 11-15			64	5.20%	4	0.33%
D 16+			36	2.93%	19	1.54%
A 0-5	995	80.89%				
Subtotal	995	80.89%	212	17.24%	23	1.87%

Actionable Requests 1230

Wilfrid Laurier University

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	10	76.92%				
D 16+					3	23.08%
Subtotal	10	76.92%	0		3	23.08%

Actionable Requests 13

Member

Wilmot, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	62	82.67%				
B 6-10			1	1.33%		
D 16+					12	16.00%
Subtotal	62	82.67%	1	1.33%	12	16.00%
Actionable Requests	75					

Windsor Utilities Commission

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	368	98.66%				
B 6-10			5	1.34%		
Subtotal	368	98.66%	5	1.34%	0	
Actionable Requests	373					

Windsor, City of - Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	613	97.30%				
B 6-10			10	1.59%		
D 16+			1	0.16%	6	0.95%
Subtotal	613	97.30%	11	1.75%	6	0.95%
Actionable Requests	630					

Windsor, City of - Streetlights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	0.12%	1	0.12%
A 0-5	853	99.19%				
B 6-10			5	0.58%		
Subtotal	853	99.19%	6	0.70%	1	0.12%
Actionable Requests	860					

Windsor, City of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	148	99.33%				
B 6-10			1	0.67%		

Member

Subtotal	148	99.33%	1	0.67%	0	
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Actionable Requests	149					
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Wireless Farm Inc.

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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Wollaston, Township of

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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Woodstock, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					23	5.20%
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A 0-5	412	93.21%				
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B 6-10			4	0.90%		
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C 11-15					3	0.68%
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Subtotal	412	93.21%	4	0.90%	26	5.88%
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Actionable Requests	442					
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Woodstock, City of (Sanitary & Storm Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					33	8.31%
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A 0-5	361	90.93%				
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C 11-15					3	0.76%
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Subtotal	361	90.93%	0		36	9.07%
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Actionable Requests	397					
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Woodstock, City of (Street lights)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	243	94.55%				
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B 6-10			2	0.78%		
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Member

C 11-15					1	0.39%
D 16+					11	4.28%
Subtotal	243	94.55%	2	0.78%	12	4.67%

Actionable Requests 257

Woolwich, township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	347	95.07%	
B 6-10			18
Subtotal	347	95.07%	18

Actionable Requests 365

WTC Communications

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	62	89.86%	
B 6-10			6
D 16+			1
Subtotal	62	89.86%	6

Actionable Requests 69

Xplore Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		1	0.36%
A 0-5	216	78.83%	32
B 6-10		20	7.30%
C 11-15		5	1.82%
Subtotal	216	78.83%	26

Actionable Requests 274

Xplore Inc - formerly Metroloop

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		13	2.68%
C 11-15		8	1.65%
A 0-5	397	81.86%	11
B 6-10		31	6.39%

Member

Subtotal	397	81.86%	52	10.72%	36	7.42%
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Actionable Requests	485					
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Xstrata

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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York University

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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York, Region of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	0.18%		
D 16+					10	1.82%
A 0-5	537	97.99%				
Subtotal	537	97.99%	1	0.18%	10	1.82%

Actionable Requests	548					
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York, Region of (Traffic, St Lights, Storm Sewer, Culverts)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,142	79.09%				
B 6-10			264	18.28%		
C 11-15			21	1.45%		
D 16+			8	0.55%	9	0.62%
Subtotal	1142	79.09%	293	20.29%	9	0.62%

Actionable Requests	1444					
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Zayo Canada Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			35	2.80%	11	0.88%
D 16+			84	6.73%	137	10.98%

Member

B 6-10			67	5.37%		
A 0-5	914	73.24%				
Subtotal	914	73.24%	186	14.90%	148	11.86%

Actionable Requests 1248

Zayo Canada Inc (ZAYOON10)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		3	1.28%
C 11-15			1
D 16+			114
A 0-5	116	49.57%	
Subtotal	116	49.57%	3

Actionable Requests 234

Zibi Community Utility LP

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15			1
D 16+			5
Subtotal	0	0	6

Actionable Requests 6

Zorra, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	180	100.00%	
Subtotal	180	100.00%	0

Actionable Requests 180