



Locate Delivery Performance

Start Date	2023-04-01	Subtotal	Compliant	Non-Compliant	Non-Compliant No Response
End Date	2023-04-30		347,229	40,154	25,521
			84.09%	9.72%	6.18%
		Actionable Requests	412,904		

Member

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	162	49.39%				
B 6-10			17	5.18%	27	8.23%
C 11-15			3	0.91%		
D 16+			14	4.27%	105	32.01%
Subtotal	162	49.39%	34	10.37%	132	40.24%
Actionable Requests	328					

156 Columbia St Inc

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

2390541 Ontario Inc.

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

2825784 Ontario Inc.

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	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	69	62.73%				
B 6-10			26	23.64%		
C 11-15			5	4.55%		
D 16+					10	9.09%
Subtotal	69	62.73%	31	28.18%	10	9.09%
Actionable Requests	110					

Acronym Solutions Formerly Hydro One Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	356	95.96%				
B 6-10			4	1.08%	1	0.27%
C 11-15			3	0.81%		
D 16+			2	0.54%	5	1.35%
Subtotal	356	95.96%	9	2.43%	6	1.62%
Actionable Requests	371					

Adelaide Wind Limited Partnership

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

Adelaide-Metcalfe, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	1.89%				
B 6-10			2	3.77%		
C 11-15			1	1.89%		
D 16+					49	92.45%
Subtotal	1	1.89%	3	5.66%	49	92.45%
Actionable Requests	53					

Adjala-Tosorontio, Municipality of

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

A 0-5	29	96.67%				
B 6-10			1	3.33%		
Subtotal	29	96.67%	1	3.33%	0	
Actionable Requests	30					

Admaston-Bromley, 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					

Agilis

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	63	66.32%				
C 11-15			1	1.05%		
D 16+				31	32.63%	
Subtotal	63	66.32%	1	1.05%	31	32.63%
Actionable Requests	95					

AIM SOP Phase I LP

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

Air Liquide Canada

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	18	100.00%				
Subtotal	18	100.00%	0		0	
Actionable Requests	18					

Air Products Canada

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

Member

Subtotal	21	100.00%	0		0	
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Actionable Requests	21
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Ajax, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	551	87.60%				
B 6-10			46	7.31%	5	0.79%
C 11-15			6	0.95%		
D 16+			3	0.48%	18	2.86%
Subtotal	551	87.60%	55	8.74%	23	3.66%

Actionable Requests	629
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Alectra Brampton

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	1,218	90.36%				
B 6-10			114	8.46%		
C 11-15			12	0.89%		
D 16+			4	0.30%		
Subtotal	1218	90.36%	130	9.64%	0	

Actionable Requests	1348
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Alectra Mississauga (Formerly Enersource)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	1,647	73.46%				
B 6-10			295	13.16%	9	0.40%
C 11-15			87	3.88%	23	1.03%
D 16+			66	2.94%	115	5.13%
Subtotal	1647	73.46%	448	19.98%	147	6.56%

Actionable Requests	2242
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Alectra Utilities

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	773	84.67%				
B 6-10			93	10.19%	7	0.77%
C 11-15			17	1.86%	1	0.11%

Member

D 16+			7	0.77%	15	1.64%
Subtotal	773	84.67%	117	12.81%	23	2.52%

Actionable Requests 913

Alectra Utilities - Hamilton Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,035	71.38%				
B 6-10			387	13.57%	3	0.11%
C 11-15			229	8.03%	25	0.88%
D 16+			89	3.12%	83	2.91%
Subtotal	2035	71.38%	705	24.73%	111	3.89%

Actionable Requests 2851

Alectra Utilities - St Catharines Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,110	96.69%				
B 6-10			9	0.78%		
D 16+			1	0.09%	28	2.44%
Subtotal	1110	96.69%	10	0.87%	28	2.44%

Actionable Requests 1148

Alectra Utilities (Formerly Powerstream)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5,382	96.40%				
B 6-10			139	2.49%	5	0.09%
C 11-15			22	0.39%	5	0.09%
D 16+			8	0.14%	22	0.39%
Subtotal	5382	96.40%	169	3.03%	32	0.57%

Actionable Requests 5583

Alfred and Plantagenet, 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

Member

Algoma Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	119	99.17%				
B 6-10			1	0.83%		
Subtotal	119	99.17%	1	0.83%	0	
Actionable Requests	120					

Algonquin College

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

Algonquin Fiber

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	33.33%				
B 6-10			1	6.67%		
C 11-15			1	6.67%		
D 16+					8	53.33%
Subtotal	5	33.33%	2	13.33%	8	53.33%
Actionable Requests	15					

Alpine Ski Club

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

Amaranth, Township of

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

Member

Amherstburg, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	212	99.53%				
B 6-10			1	0.47%		
Subtotal	212	99.53%	1	0.47%	0	
Actionable Requests	213					

Amherstburg, Town of (Traffic Signals)

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

Apotex

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

Arlanxeo Canada Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	68.75%				
B 6-10			5	31.25%		
Subtotal	11	68.75%	5	31.25%	0	
Actionable Requests	16					

Armow Wind Ontario LP

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

Armstrong, Township of

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

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

Actionable Requests 4

Arnprior, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	63	71.59%				
B 6-10			24	27.27%		
C 11-15			1	1.14%		
Subtotal	63	71.59%	25	28.41%	0	

Actionable Requests 88

Arran-Elderslie, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	85	67.46%				
B 6-10			4	3.17%		
C 11-15			5	3.97%		
D 16+			20	15.87%	12	9.52%
Subtotal	85	67.46%	29	23.02%	12	9.52%

Actionable Requests 126

Ashfield-Colborne-Wawanosh, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	23.53%				
B 6-10			7	41.18%		
D 16+					6	35.29%
Subtotal	4	23.53%	7	41.18%	6	35.29%

Actionable Requests 17

Asphodel-Norwood, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	21	77.78%				
D 16+					6	22.22%
Subtotal	21	77.78%	0		6	22.22%

Actionable Requests 27

Member

Astrocom Cable

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					

Athens, 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					

Atikokan Hydro

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

Atikokan, Town of

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

Atura Power formerly TC Energy

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

Aurora, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	192	76.19%				
B 6-10			48	19.05%		
C 11-15			3	1.19%		

Member

D 16+					9	3.57%
Subtotal	192	76.19%	51	20.24%	9	3.57%

Actionable Requests

252

Avetria Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	2.56%				
B 6-10			1	2.56%		
D 16+					37	94.87%
Subtotal	1	2.56%	1	2.56%	37	94.87%

Actionable Requests

39

Aylmer Area Secondary Water Supply

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

Actionable Requests

7

Aylmer, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	33	67.35%				
D 16+					16	32.65%
Subtotal	33	67.35%	0		16	32.65%

Actionable Requests

49

Bancroft, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	92.00%				
C 11-15			2	8.00%		
Subtotal	23	92.00%	2	8.00%	0	

Actionable Requests

25

Barrie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	982	86.98%				
B 6-10			55	4.87%	3	0.27%

Member

C 11-15			4	0.35%	4	0.35%
D 16+			7	0.62%	74	6.55%
Subtotal	982	86.98%	66	5.85%	81	7.17%

Actionable Requests 1129

Bayham, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	55	61.11%				
B 6-10			27	30.00%		
C 11-15			1	1.11%		
D 16+					7	7.78%
Subtotal	55	61.11%	28	31.11%	7	7.78%

Actionable Requests 90

Bayview Explorations Ltd

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

Actionable Requests 1

Beanfield Technologies (Formerly Aptum)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	346	32.52%				
B 6-10			174	16.35%		
C 11-15			40	3.76%		
D 16+			31	2.91%	473	44.45%
Subtotal	346	32.52%	245	23.03%	473	44.45%

Actionable Requests 1064

Beanfield Technologies Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	55	8.59%				
B 6-10			33	5.16%		
C 11-15			128	20.00%		
D 16+			84	13.13%	340	53.13%

Member

Subtotal	55	8.59%	245	38.28%	340	53.13%
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Actionable Requests	640					
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Bell Aliant

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11,372	86.65%				
B 6-10			837	6.38%	67	0.51%
C 11-15			289	2.20%	29	0.22%
D 16+			199	1.52%	331	2.52%
Subtotal	11372	86.65%	1325	10.10%	427	3.25%

Actionable Requests	13124					
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Bell Canada (Southern & Central Ontario)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	58,881	85.13%				
B 6-10			3274	4.73%	465	0.67%
C 11-15			1283	1.86%	192	0.28%
D 16+			973	1.41%	4096	5.92%
Subtotal	58881	85.13%	5530	8.00%	4753	6.87%

Actionable Requests	69164					
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Belleville, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	316	100.00%				
Subtotal	316	100.00%	0		0	

Actionable Requests	316					
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Billings, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			2	100.00%		
Subtotal	0		2	100.00%	0	

Actionable Requests	2					
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Birch Hill Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	96	92.31%				

Member

B 6-10			7	6.73%		
D 16+					1	0.96%
Subtotal	96	92.31%	7	6.73%	1	0.96%

Actionable Requests 104

Blackriver-Matheson, Township of

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

Actionable Requests 6

Blandford-Blenheim, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	42	100.00%	
Subtotal	42	100.00%	0

Actionable Requests 42

Blind River, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	69	94.52%	
B 6-10		3	4.11%
D 16+			1
Subtotal	69	94.52%	3

Actionable Requests 73

Blue Mountain Resorts LP

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	9	81.82%	
D 16+			2
Subtotal	9	81.82%	0

Actionable Requests 11

Blue Mountain Village Association

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

Blue Mountains, The Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	166	98.81%				
B 6-10			2	1.19%		
Subtotal	166	98.81%	2	1.19%	0	

Actionable Requests

168

BluEarth Asset Management Inc - Little Creek Solar

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

Actionable Requests

1

BluEarth Asset Management Inc - Solar Spirit Solar

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

Actionable Requests

1

Bluewater Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	835	93.82%				
B 6-10			40	4.49%		
C 11-15			1	0.11%		
D 16+					14	1.57%
Subtotal	835	93.82%	41	4.61%	14	1.57%

Actionable Requests

890

Bluewater Regional Networks Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	19	37.25%				
B 6-10			5	9.80%		

Member

D 16+					27	52.94%
Subtotal	19	37.25%	5	9.80%	27	52.94%

Actionable Requests 51

BlueWater Wind Farm - Varna (NEE)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	43.48%				
B 6-10			1	4.35%		
D 16+			11	47.83%	1	4.35%
Subtotal	10	43.48%	12	52.17%	1	4.35%

Actionable Requests 23

Bluewater, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	88	96.70%				
D 16+					3	3.30%
Subtotal	88	96.70%	0		3	3.30%

Actionable Requests 91

Boem Berry Farms Inc

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

Actionable Requests 8

Bonnechere Valley, Township of

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

Actionable Requests 7

Boralex Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	75.00%				

Member

B 6-10			2	25.00%		
Subtotal	6	75.00%	2	25.00%	0	
Actionable Requests	8					

Bracebridge, Town of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	68	98.55%				
D 16+					1	1.45%
Subtotal	68	98.55%	0		1	1.45%
Actionable Requests	69					

Bradford West Gwillimbury

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	419	99.29%				
D 16+			3	0.71%		
Subtotal	419	99.29%	3	0.71%	0	
Actionable Requests	422					

Brampton, City of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	1,255	90.81%				
B 6-10			96	6.95%		
C 11-15			14	1.01%	1	0.07%
D 16+			1	0.07%	15	1.09%
Subtotal	1255	90.81%	111	8.03%	16	1.16%
Actionable Requests	1382					

Brampton, City of (Storm Sewer)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	278	90.26%				
B 6-10			26	8.44%		
C 11-15			3	0.97%		
D 16+			1	0.32%		
Subtotal	278	90.26%	30	9.74%	0	
Actionable Requests	308					

Member

Brant County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	209	74.91%				
B 6-10			40	14.34%		
C 11-15			9	3.23%		
D 16+			4	1.43%	17	6.09%
Subtotal	209	74.91%	53	19.00%	17	6.09%
Actionable Requests	279					

Brant, County of - Fibre

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					

Brantford, City of - Sewer Water Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	199	62.38%				
B 6-10			82	25.71%		
C 11-15			23	7.21%		
D 16+			11	3.45%	4	1.25%
Subtotal	199	62.38%	116	36.36%	4	1.25%
Actionable Requests	319					

Brantford, City of - Streetlights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	299	70.69%				
B 6-10			49	11.58%		
C 11-15			16	3.78%		
D 16+			58	13.71%	1	0.24%
Subtotal	299	70.69%	123	29.08%	1	0.24%
Actionable Requests	423					

Member

Brantford, City of - Traffic Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	27	20.30%				
B 6-10			18	13.53%		
C 11-15			7	5.26%		
D 16+			80	60.15%	1	0.75%
Subtotal	27	20.30%	105	78.95%	1	0.75%
Actionable Requests	133					

Brighton, Municipality of (Public Works)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	95	35.45%				
B 6-10			99	36.94%		
C 11-15			52	19.40%		
D 16+			1	0.37%	21	7.84%
Subtotal	95	35.45%	152	56.72%	21	7.84%
Actionable Requests	268					

Brighton, Municipality of (Water & Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	74	31.76%				
B 6-10			88	37.77%		
C 11-15			49	21.03%		
D 16+			1	0.43%	21	9.01%
Subtotal	74	31.76%	138	59.23%	21	9.01%
Actionable Requests	233					

Brock University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	55.00%				
B 6-10			7	35.00%		
C 11-15			1	5.00%		
D 16+					1	5.00%

Member

Subtotal	11	55.00%	8	40.00%	1	5.00%
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Actionable Requests	20					
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Brock, Township of

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

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	42	100.00%				
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Subtotal	42	100.00%	0		0	
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Actionable Requests	42					
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Brockville, City of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	173	82.78%				
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B 6-10			15	7.18%		
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C 11-15			8	3.83%		
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D 16+			1	0.48%	12	5.74%
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Subtotal	173	82.78%	24	11.48%	12	5.74%
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Actionable Requests	209					
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Brooke Alvinston

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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Brooke Telecom

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	117	96.69%				
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B 6-10			2	1.65%		
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C 11-15					1	0.83%
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D 16+			1	0.83%		
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Member

Subtotal	117	96.69%	3	2.48%	1	0.83%
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Actionable Requests	121					
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Bruce County Transportation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	144	88.89%				
B 6-10			7	4.32%		
C 11-15			1	0.62%		
D 16+			9	5.56%	1	0.62%
Subtotal	144	88.89%	17	10.49%	1	0.62%

Actionable Requests	162					
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Bruce Mines, Town of

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

Actionable Requests	2					
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Bruce Street Technologies Limited

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

Actionable Requests	4					
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Bruce Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	177	45.74%				
B 6-10			67	17.31%	3	0.78%
C 11-15			27	6.98%	2	0.52%
D 16+			37	9.56%	74	19.12%
Subtotal	177	45.74%	131	33.85%	79	20.41%

Actionable Requests	387					
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Burk's Falls, Village of

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

Member

Subtotal	8	100.00%	0		0	
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Actionable Requests	8
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Burlington Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,631	96.91%	
B 6-10		37	2.20%
C 11-15		7	0.42%
D 16+		4	0.24%
Subtotal	1631	96.91%	48

Actionable Requests	1683
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Burlington, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,123	99.38%	
B 6-10		1	0.09%
C 11-15			1
D 16+		1	0.09%
Subtotal	1123	99.38%	2

Actionable Requests	1130
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Cable Cable

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			194
Subtotal	0	0	194

Actionable Requests	194
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Cabot Canada

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

Actionable Requests	1
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Caledon, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	308	90.59%	

Member

B 6-10			2	0.59%		
D 16+					30	8.82%
Subtotal	308	90.59%	2	0.59%	30	8.82%

Actionable Requests 340

Callander, Municipality of

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		15	88.24%				
B 6-10				1	5.88%		
D 16+						1	5.88%
Subtotal		15	88.24%	1	5.88%	1	5.88%

Actionable Requests 17

Cambridge, City of

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		684	99.56%				
D 16+						3	0.44%
Subtotal		684	99.56%	0		3	0.44%

Actionable Requests 687

Cameron Petroleum

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	44.44%					
D 16+			1	11.11%	4	44.44%	
Subtotal	4	44.44%	1	11.11%	4	44.44%	

Actionable Requests 9

Canadian Niagara Power

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		851	97.15%				
B 6-10				21	2.40%		
D 16+				1	0.11%	3	0.34%
Subtotal		851	97.15%	22	2.51%	3	0.34%

Actionable Requests 876

Member

Canadian Nuclear Laboratories							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	D 16+					184	100.00%
	Subtotal	0		0		184	100.00%
	Actionable Requests	184					
Cardinal Power							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	B 6-10			1	100.00%		
	Subtotal	0		1	100.00%	0	
	Actionable Requests	1					
Carleton Place, Town of							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	209	100.00%				
	Subtotal	209	100.00%	0		0	
	Actionable Requests	209					
Cascara Energy - Formerly Guelph Municipal Holdings							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	5	100.00%				
	Subtotal	5	100.00%	0		0	
	Actionable Requests	5					
Casselman, Village of							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	44	97.78%				
	B 6-10			1	2.22%		
	Subtotal	44	97.78%	1	2.22%	0	
	Actionable Requests	45					
Cavan Monaghan, Township of							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	5	50.00%				
	B 6-10			4	40.00%		
	C 11-15			1	10.00%		

Member

Subtotal	5	50.00%	5	50.00%	0	
Actionable Requests	10					

Cedar Point II Wind Farm

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

Centennial College

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

Centra Transmission Holdings Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	95.83%				
B 6-10			1	4.17%		
Subtotal	23	95.83%	1	4.17%	0	
Actionable Requests	24					

Central Elgin, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	146	98.65%				
B 6-10			2	1.35%		
Subtotal	146	98.65%	2	1.35%	0	
Actionable Requests	148					

Central Frontenac Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	14.29%				
B 6-10			6	85.71%		
Subtotal	1	14.29%	6	85.71%	0	
Actionable Requests	7					

Member

Central Huron, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	81	84.38%				
B 6-10			10	10.42%		
C 11-15			2	2.08%		
D 16+					3	3.13%
Subtotal	81	84.38%	12	12.50%	3	3.13%
Actionable Requests	96					

Centre Hastings, Municipality of

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

Centre Wellington Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	66.67%				
B 6-10			4	16.67%		
C 11-15			1	4.17%		
D 16+			3	12.50%		
Subtotal	16	66.67%	8	33.33%	0	
Actionable Requests	24					

Centre Wellington Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	146	99.32%				
D 16+					1	0.68%
Subtotal	146	99.32%	0		1	0.68%
Actionable Requests	147					

Centre Wellington Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	65	19.70%				

Member

B 6-10			5	1.52%		
D 16+					260	78.79%
Subtotal	65	19.70%	5	1.52%	260	78.79%
Actionable Requests	330					

Century Link

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	558	96.04%					
B 6-10			5	0.86%			
C 11-15			1	0.17%			
D 16+			1	0.17%	16	2.75%	
Subtotal	558	96.04%	7	1.20%	16	2.75%	
Actionable Requests		581					

Champion Pipeline Corp

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					

Champlain, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	26	92.86%				
B 6-10			1	3.57%		
D 16+					1	3.57%
Subtotal	26	92.86%	1	3.57%	1	3.57%
Actionable Requests	28					

Chapleau Public Utilities

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

Chapleau, Township of

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

Chapple, 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					

Charlton and Dack

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					

Chatham Kent PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	768	82.67%				
B 6-10			97	10.44%		
C 11-15			6	0.65%		
D 16+			13	1.40%	45	4.84%
Subtotal	768	82.67%	116	12.49%	45	4.84%
Actionable Requests	929					

Chatham Kent Ridgeway Division

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	43	86.00%				
B 6-10			7	14.00%		
Subtotal	43	86.00%	7	14.00%	0	
Actionable Requests	50					

Member

Chatham Resources

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	44.44%				
B 6-10			6	33.33%		
D 16+					4	22.22%
Subtotal	8	44.44%	6	33.33%	4	22.22%
Actionable Requests	18					

Chatham-Kent Engineering and Transportation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					26	100.00%
Subtotal	0		0		26	100.00%
Actionable Requests	26					

Chatsworth, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	55.56%				
D 16+			3	33.33%	1	11.11%
Subtotal	5	55.56%	3	33.33%	1	11.11%
Actionable Requests	9					

Chippewas of Kettle & Stony Point

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

Chippewas of Rama

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	50.00%				
B 6-10			1	12.50%		
C 11-15			1	12.50%		
D 16+					2	25.00%
Subtotal	4	50.00%	2	25.00%	2	25.00%
Actionable Requests	8					

Member

CIK Telecom Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	139	95.86%				
C 11-15			3	2.07%		
D 16+					3	2.07%
Subtotal	139	95.86%	3	2.07%	3	2.07%
Actionable Requests	145					

CKPW Chatham Township Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	55	85.94%				
B 6-10			9	14.06%		
Subtotal	55	85.94%	9	14.06%	0	
Actionable Requests	64					

CKPW Chatham Water Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	51	49.51%				
B 6-10			49	47.57%		
D 16+					3	2.91%
Subtotal	51	49.51%	49	47.57%	3	2.91%
Actionable Requests	103					

CKPW Dover Township Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	85.19%				
B 6-10			4	14.81%		
Subtotal	23	85.19%	4	14.81%	0	
Actionable Requests	27					

CKPW Kent Centre Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	71	100.00%				
Subtotal	71	100.00%	0		0	
Actionable Requests	71					

Member

CKPW Raleigh Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	39	97.50%				
D 16+					1	2.50%
Subtotal	39	97.50%	0		1	2.50%
Actionable Requests	40					

CKPW Thamesville Garage

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

CKPW Tilbury East Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	42	91.30%				
B 6-10			2	4.35%		
C 11-15			1	2.17%		
D 16+					1	2.17%
Subtotal	42	91.30%	3	6.52%	1	2.17%
Actionable Requests	46					

CKPW Wallaceburg Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	34	85.00%				
B 6-10			6	15.00%		
Subtotal	34	85.00%	6	15.00%	0	
Actionable Requests	40					

Clarence-Rockland, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	133	97.79%				
B 6-10			3	2.21%		
Subtotal	133	97.79%	3	2.21%	0	
Actionable Requests	136					

Member

Clarington, Municipality of							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	204	100.00%					
Subtotal	204	100.00%	0		0		
Actionable Requests	204						

Clearbeach Resources Inc							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	24	92.31%					
B 6-10			1	3.85%			
D 16+					1	3.85%	
Subtotal	24	92.31%	1	3.85%	1	3.85%	
Actionable Requests	26						

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

Clearview, Township of							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	96	66.21%					
B 6-10			39	26.90%			
D 16+					10	6.90%	
Subtotal	96	66.21%	39	26.90%	10	6.90%	
Actionable Requests	145						

Cobalt, Town 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						

Cobourg, Town of							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		

Member

A 0-5	182	71.09%				
B 6-10			60	23.44%		
D 16+					14	5.47%
Subtotal	182	71.09%	60	23.44%	14	5.47%

Actionable Requests 256

Cochrane Telecom Services

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	31	72.09%	
B 6-10		12	27.91%
Subtotal	31	12	0

Actionable Requests 43

Cochrane, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	14	66.67%	
B 6-10		5	23.81%
C 11-15		1	4.76%
D 16+		1	4.76%
Subtotal	14	7	0

Actionable Requests 21

Cogeco Connexion (CBT1)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,276	70.07%	
B 6-10		353	19.38%
C 11-15		85	4.67%
D 16+		66	3.62%
Subtotal	1276	504	41

Actionable Requests 1821

Cogeco Connexion (COGOW01)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	211	71.53%	
B 6-10		34	11.53%

Member

C 11-15			23	7.80%		
D 16+			8	2.71%	19	6.44%
Subtotal	211	71.53%	65	22.03%	19	6.44%

Actionable Requests 295

Cogeco Connexion (CPVS1)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,021	90.43%				
B 6-10			28	1.25%		
C 11-15			1	0.04%		
D 16+			5	0.22%	180	8.05%
Subtotal	2021	90.43%	34	1.52%	180	8.05%

Actionable Requests 2235

Cogeco Connexion (CPVS2)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,246	76.87%				
B 6-10			187	11.54%	2	0.12%
C 11-15			84	5.18%	5	0.31%
D 16+			32	1.97%	65	4.01%
Subtotal	1246	76.87%	303	18.69%	72	4.44%

Actionable Requests 1621

Cogeco Connexion (Eastern & Northern)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,367	97.97%				
B 6-10			21	0.87%	17	0.70%
C 11-15			3	0.12%		
D 16+			2	0.08%	6	0.25%
Subtotal	2367	97.97%	26	1.08%	23	0.95%

Actionable Requests 2416

Cogeco Connexion (Windsor & Sarnia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,116	87.58%				

Member

B 6-10			200	8.28%	12	0.50%
C 11-15			53	2.19%	3	0.12%
D 16+			12	0.50%	20	0.83%
Subtotal	2116	87.58%	265	10.97%	35	1.45%

Actionable Requests 2416

College Boreal

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 1

Collingwood Public Utilities

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	310	89.08%				
B 6-10			15	4.31%		
C 11-15			3	0.86%		
D 16+					20	5.75%
Subtotal	310	89.08%	18	5.17%	20	5.75%

Actionable Requests 348

Comber Wind Farm

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			1	12.50%		
D 16+					7	87.50%
Subtotal	0		1	12.50%	7	87.50%

Actionable Requests 8

Communicate Freely

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	75	92.59%				
B 6-10			3	3.70%		
D 16+					3	3.70%
Subtotal	75	92.59%	3	3.70%	3	3.70%

Actionable Requests 81

Member

Connect The Dots Fibre Communications Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	52.54%				
B 6-10			24	40.68%		
D 16+					4	6.78%
Subtotal	31	52.54%	24	40.68%	4	6.78%
Actionable Requests	59					

Cornwall Electric

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	388	100.00%				
Subtotal	388	100.00%	0		0	
Actionable Requests	388					

Cornwall, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	73	98.65%				
B 6-10			1	1.35%		
Subtotal	73	98.65%	1	1.35%	0	
Actionable Requests	74					

Cornwall, City of (Water & Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	237	98.75%				
B 6-10			2	0.83%		
D 16+					1	0.42%
Subtotal	237	98.75%	2	0.83%	1	0.42%
Actionable Requests	240					

Craigleith Ski Club

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

Member

Cramahe Township - Colborne Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14	50.00%				
B 6-10			7	25.00%		
D 16+			1	3.57%	6	21.43%
Subtotal	14	50.00%	8	28.57%	6	21.43%
Actionable Requests	28					

Cramahe, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					67	100.00%
Subtotal	0		0		67	100.00%
Actionable Requests	67					

CTV

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

Dawn-Euphemia, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	59	98.33%				
D 16+					1	1.67%
Subtotal	59	98.33%	0		1	1.67%
Actionable Requests	60					

DBI Services

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

Deep River, Town of

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

A 0-5	3	9.68%				
D 16+					28	90.32%
Subtotal	3	9.68%	0		28	90.32%
Actionable Requests	31					

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	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					

Dotto One

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

Douro-Dummer, Township of

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

Dow Chemical Canada

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

Member

Subtotal	10	76.92%	3	23.08%	0	
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Actionable Requests	13					
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Dowser Gas Company Ltd (Pipeline)

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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Dryden, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	31	96.88%				
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D 16+					1	3.13%
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Subtotal	31	96.88%	0		1	3.13%
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Actionable Requests	32					
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Dubreuilville, Township of

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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Dufferin County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	192	100.00%				
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Subtotal	192	100.00%	0		0	
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Actionable Requests	192					
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Dufferin Wind Power Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	3	37.50%				
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D 16+					5	62.50%
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Subtotal	3	37.50%	0		5	62.50%
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Actionable Requests	8					
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Member

Dufferin-Peel Catholic District School Board

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

Durham, Region of - Traffic Signals

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	516	99.81%				
D 16+					1	0.19%
Subtotal	516	99.81%	0		1	0.19%
Actionable Requests	517					

Durham, Region of (Water & Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,324	88.09%				
B 6-10			171	11.38%		
C 11-15			2	0.13%		
D 16+					6	0.40%
Subtotal	1324	88.09%	173	11.51%	6	0.40%
Actionable Requests	1503					

Dutton-Dunwich, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	36	100.00%				
Subtotal	36	100.00%	0		0	
Actionable Requests	36					

Dysart et al, Municipality of

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

E L K Energy Inc

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

A 0-5	166	100.00%				
Subtotal	166	100.00%	0		0	

Actionable Requests

166

East Durham Wind Energy Centre

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

Actionable Requests

2

East Gwillimbury, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	200	43.96%	
B 6-10		23	5.05%
D 16+			232
Subtotal	200	23	232

Actionable Requests

455

East Lake St Clair Wind Farm LP

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

Actionable Requests

16

East Zorra Tavistock, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	119	99.17%	
D 16+			1
Subtotal	119	0	1

Actionable Requests

120

Eastern Ontario Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	55	98.21%	
B 6-10		1	1.79%

Member

Subtotal	55	98.21%	1	1.79%	0	
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Actionable Requests	56					
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Eastern Power Inc

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

Actionable Requests	3					
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Eastlink

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,375	46.55%				
B 6-10			64	2.17%		
C 11-15			6	0.20%		
D 16+			5	0.17%	1504	50.91%
Subtotal	1375	46.55%	75	2.54%	1504	50.91%

Actionable Requests	2954					
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ED Smith Foods

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

Actionable Requests	5					
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EDF Renewables Development Inc

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

Actionable Requests	1					
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Edwardsburgh-Cardinal, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	28	90.32%				
D 16+					3	9.68%

Member

Subtotal	28	90.32%	0		3	9.68%
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Actionable Requests	31					
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EHtel Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	170	96.59%				
B 6-10			5	2.84%		
D 16+			1	0.57%		
Subtotal	170	96.59%	6	3.41%	0	

Actionable Requests	176					
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Elexicon Energy Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,263	93.32%				
B 6-10			106	4.37%	14	0.58%
C 11-15			19	0.78%	6	0.25%
D 16+			13	0.54%	4	0.16%
Subtotal	2263	93.32%	138	5.69%	24	0.99%

Actionable Requests	2425					
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Elgin Area Primary Water Supply

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	15	83.33%				
B 6-10			1	5.56%		
C 11-15			2	11.11%		
Subtotal	15	83.33%	3	16.67%	0	

Actionable Requests	18					
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Elgin, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	33.33%				
B 6-10			2	22.22%		
C 11-15			1	11.11%		
D 16+			1	11.11%	2	22.22%

Member

Subtotal	3	33.33%	4	44.44%	2	22.22%
Actionable Requests	9					

Elliot Lake, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	37	69.81%				
B 6-10			4	7.55%		
D 16+					12	22.64%
Subtotal	37	69.81%	4	7.55%	12	22.64%
Actionable Requests	53					

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

Enbridge Gas (Legacy Union Gas)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	27,402	86.87%				
B 6-10			1773	5.62%	271	0.86%
C 11-15			605	1.92%	93	0.29%
D 16+			280	0.89%	1121	3.55%
Subtotal	27402	86.87%	2658	8.43%	1485	4.71%
Actionable Requests	31545					

Enbridge Gas Distribution

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	37,366	85.18%				
B 6-10			1492	3.40%	1	0.00%

Member

C 11-15			382	0.87%	4	0.01%
D 16+			194	0.44%	4427	10.09%
Subtotal	37366	85.18%	2068	4.71%	4432	10.10%

Actionable Requests 43866

Enbridge Gas Distribution - Vital Mains

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,077	89.97%	
B 6-10		64	5.35%
C 11-15		23	1.92%
D 16+		12	1.00%
Subtotal	1077	89.97%	99
			8.27%
			21
			1.75%

Actionable Requests 1197

Enbridge Gas Distribution (Gas Storage)

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

Actionable Requests 16

Enbridge Gas Storage and Transmission (Legacy Union Gas)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	174	100.00%	
Subtotal	174	100.00%	0

Actionable Requests 174

Enbridge NEB Mains

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	72	97.30%	
B 6-10		1	1.35%
D 16+		1	1.35%
Subtotal	72	97.30%	2
			2.70%
			0

Actionable Requests 74

Enbridge Pipelines

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

A 0-5	660	93.35%				
B 6-10			16	2.26%		
C 11-15			6	0.85%		
D 16+			9	1.27%	16	2.26%
Subtotal	660	93.35%	31	4.38%	16	2.26%
Actionable Requests	707					

Enbridge Wind Power

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

Englehart, Town of

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

Enniskillen, Township of

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

Enova Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,697	59.42%	
B 6-10		478	16.74%
C 11-15		54	1.89%
D 16+		22	0.77%
Subtotal	1697	554	605
Actionable Requests	2856		

Member

Entegrus							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	982	89.76%				
	B 6-10			47	4.30%	4	0.37%
	C 11-15			10	0.91%		
	D 16+			7	0.64%	44	4.02%
Subtotal		982	89.76%	64	5.85%	48	4.39%
Actionable Requests		1094					
Entegrus Powerlines Inc – St. Thomas							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	196	73.41%				
	B 6-10			48	17.98%		
	C 11-15			7	2.62%		
	D 16+			5	1.87%	11	4.12%
Subtotal		196	73.41%	60	22.47%	11	4.12%
Actionable Requests		267					
ENVI Networks Ltd							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	9	42.86%				
	B 6-10			6	28.57%		
	C 11-15			2	9.52%		
	D 16+			2	9.52%	2	9.52%
Subtotal		9	42.86%	10	47.62%	2	9.52%
Actionable Requests		21					
Enwave Energy Corporation							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	126	68.85%				
	B 6-10			56	30.60%		
	D 16+					1	0.55%
Subtotal		126	68.85%	56	30.60%	1	0.55%
Actionable Requests		183					

Member

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

Enwin Utilities - Electrical						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	340	97.42%				
B 6-10			9	2.58%		
Subtotal	340	97.42%	9	2.58%	0	
Actionable Requests	349					

Enwin Utilities - Hydro						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	227	93.03%				
B 6-10			17	6.97%		
Subtotal	227	93.03%	17	6.97%	0	
Actionable Requests	244					

EPCOR Electricity Distribution Ontario Inc						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	311	99.68%				
B 6-10			1	0.32%		
Subtotal	311	99.68%	1	0.32%	0	
Actionable Requests	312					

Epcor Natural Gas LP						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	663	79.78%				
B 6-10			82	9.87%	3	0.36%
C 11-15			16	1.93%	2	0.24%
D 16+			21	2.53%	44	5.29%
Subtotal	663	79.78%	119	14.32%	49	5.90%
Actionable Requests	831					

Member

Erie Brook Energy

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

Erieau Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	21	67.74%				
B 6-10			7	22.58%		
D 16+					3	9.68%
Subtotal	21	67.74%	7	22.58%	3	9.68%
Actionable Requests	31					

Erin, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					45	100.00%
Subtotal	0		0		45	100.00%
Actionable Requests	45					

ERTH Power Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	379	60.54%				
B 6-10			166	26.52%		
C 11-15			41	6.55%	1	0.16%
D 16+			15	2.40%	24	3.83%
Subtotal	379	60.54%	222	35.46%	25	3.99%
Actionable Requests	626					

Espanola Hydro

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

Member

Espanola, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	51	83.61%				
B 6-10			8	13.11%		
D 16+					2	3.28%
Subtotal	51	83.61%	8	13.11%	2	3.28%
Actionable Requests	61					

Essa, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	14.86%				
B 6-10			16	21.62%		
C 11-15			6	8.11%		
D 16+			30	40.54%	11	14.86%
Subtotal	11	14.86%	52	70.27%	11	14.86%
Actionable Requests	74					

Essex County Highways

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					

Essex Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	399	79.64%				
B 6-10			69	13.77%	7	1.40%
C 11-15			17	3.39%	1	0.20%
D 16+			4	0.80%	4	0.80%
Subtotal	399	79.64%	90	17.96%	12	2.40%
Actionable Requests	501					

Essex, Town of

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

A 0-5	77	58.78%				
B 6-10			26	19.85%		
D 16+			3	2.29%	25	19.08%
Subtotal	77	58.78%	29	22.14%	25	19.08%

Actionable Requests 131

Execulink Telecom

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	504	63.48%	
B 6-10		147	18.51%
C 11-15		42	5.29%
D 16+		28	3.53%
Subtotal	504	63.48%	217

Actionable Requests 794

Fanshawe College

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

Actionable Requests 4

Fanshawe College - Private Property

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

Actionable Requests 3

Faraday Resources Group Inc formerly Taqa North LTD (TAQA)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	16	88.89%	
B 6-10		2	11.11%
Subtotal	16	88.89%	2

Actionable Requests 18

Member

Fauquier-Strickland, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	50.00%		
D 16+			1	50.00%		
Subtotal	0		2	100.00%	0	
Actionable Requests	2					

Festival Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	591	99.33%				
B 6-10			3	0.50%		
D 16+					1	0.17%
Subtotal	591	99.33%	3	0.50%	1	0.17%
Actionable Requests	595					

FibreSpeed Inc

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

Fisher Wavy 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					

Fort Erie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	402	78.36%				
B 6-10			111	21.64%		
Subtotal	402	78.36%	111	21.64%	0	
Actionable Requests	513					

Fort Frances Power

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

A 0-5	17	50.00%				
D 16+			1	2.94%	16	47.06%
Subtotal	17	50.00%	1	2.94%	16	47.06%

Actionable Requests 34

Fort Frances, The Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	36	97.30%	
D 16+			1
Subtotal	36	97.30%	1

Actionable Requests 37

French River, Municipality of

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

Actionable Requests 2

FU Fiber Inc

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

Actionable Requests 2

Gananoque, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	27	58.70%	
D 16+			19
Subtotal	27	58.70%	19

Actionable Requests 46

GBTEL Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	80	94.12%	
B 6-10		3	3.53%
C 11-15		1	1.18%

Member

D 16+			1	1.18%		
Subtotal	80	94.12%	5	5.88%	0	

Actionable Requests

85

Georgian Bay, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	66.67%				
B 6-10			1	16.67%		
D 16+					1	16.67%
Subtotal	4	66.67%	1	16.67%	1	16.67%

Actionable Requests

6

Georgian Bluffs, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	24.24%				
B 6-10			2	6.06%		
C 11-15			1	3.03%		
D 16+					22	66.67%
Subtotal	8	24.24%	3	9.09%	22	66.67%

Actionable Requests

33

Georgian College

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

Actionable Requests

5

Georgina, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	316	95.76%				
B 6-10			13	3.94%		
D 16+			1	0.30%		
Subtotal	316	95.76%	14	4.24%	0	

Actionable Requests

330

Member

Glenfred Gas Wells

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					26	100.00%
Subtotal	0		0		26	100.00%
Actionable Requests	26					

Goderich, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	157	83.96%				
B 6-10			22	11.76%		
C 11-15			1	0.53%		
D 16+					7	3.74%
Subtotal	157	83.96%	23	12.30%	7	3.74%
Actionable Requests	187					

Gogama LSB

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

Gore Bay, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	14.29%		
D 16+					6	85.71%
Subtotal	0		1	14.29%	6	85.71%
Actionable Requests	7					

Gosfield North Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	85	82.52%				
B 6-10			9	8.74%		
D 16+					9	8.74%
Subtotal	85	82.52%	9	8.74%	9	8.74%
Actionable Requests	103					

Member

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

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

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

Grand Renewable Wind Farm						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	21	84.00%				
B 6-10			2	8.00%		
D 16+			1	4.00%	1	4.00%
Subtotal	21	84.00%	3	12.00%	1	4.00%
Actionable Requests	25					

Grand River Hospital Corp. - KW Campus and Freeport Campus						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	33.33%				
D 16+					2	66.67%
Subtotal	1	33.33%	0		2	66.67%
Actionable Requests	3					

Grand Valley Wind Farm						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	

Member

D 16+					35	100.00%
Subtotal	0		0		35	100.00%

Actionable Requests 35

Grand Valley, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	90	82.57%				
B 6-10			2	1.83%		
D 16+			13	11.93%	4	3.67%
Subtotal	90	82.57%	15	13.76%	4	3.67%

Actionable Requests 109

GrandBridge Energy (Legacy Brantford Power)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	785	96.32%				
B 6-10			27	3.31%		
D 16+					3	0.37%
Subtotal	785	96.32%	27	3.31%	3	0.37%

Actionable Requests 815

GrandBridge Energy (Legacy Energy Plus)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	452	35.07%				
B 6-10			312	24.20%		
C 11-15			160	12.41%		
D 16+			307	23.82%	58	4.50%
Subtotal	452	35.07%	779	60.43%	58	4.50%

Actionable Requests 1289

Gravenhurst, Town of (SL)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	65	100.00%				
Subtotal	65	100.00%	0		0	

Actionable Requests 65

Member

Gravenhurst, Town of (SS)							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	64	98.46%				
	B 6-10			1	1.54%		
Subtotal		64	98.46%	1	1.54%	0	
Actionable Requests		65					
Great Lakes Power LTD - 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					
Greater Essex County District School Board - Facility							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	B 6-10			1	100.00%		
	Subtotal	0		1	100.00%	0	
Actionable Requests		1					
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	96	94.12%				
	D 16+					6	5.88%
Subtotal		96	94.12%	0		6	5.88%
Actionable Requests		102					
Greater Sudbury Hydro (SH01)							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	555	99.46%				
	B 6-10			2	0.36%		

Member

D 16+			1	0.18%		
Subtotal	555	99.46%	3	0.54%	0	

Actionable Requests 558

Greater Sudbury Hydro Inc. - Sturgeon Falls Cache Bay

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

Actionable Requests 34

Greater Sudbury Hydro Plus Inc. - Street Lights - Sudbury

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	334	100.00%	
Subtotal	334	100.00%	0

Actionable Requests 334

Greater Sudbury Hydro Plus Inc. - Street Lights West Nippissin

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	12	92.31%	
B 6-10		1	7.69%
Subtotal	12	92.31%	1

Actionable Requests 13

Greater Sudbury, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,101	95.41%	
B 6-10		49	4.25%
D 16+			4
Subtotal	1101	95.41%	49

Actionable Requests 1154

Greater Toronto Airports Authority

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	20	83.33%	
B 6-10		3	12.50%
C 11-15		1	4.17%

Member

Subtotal	20	83.33%	4	16.67%	0	
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Actionable Requests	24
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Greenfield South Power Corporation

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

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

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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Subtotal	14	93.33%	1	6.67%	0	
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Actionable Requests	15
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Grey Highlands Clean Wind Farm

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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Grey Highlands ZEP Windfarm

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

Grey Highlands, Municipality of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	40	81.63%				
B 6-10			9	18.37%		
Subtotal	40	81.63%	9	18.37%	0	
Actionable Requests	49					

Grimsby Power						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	263	95.29%				
B 6-10			8	2.90%		
C 11-15			1	0.36%		
D 16+					4	1.45%
Subtotal	263	95.29%	9	3.26%	4	1.45%
Actionable Requests	276					

Grimsby, Town of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	210	92.92%				
B 6-10			1	0.44%		
D 16+			15	6.64%		
Subtotal	210	92.92%	16	7.08%	0	
Actionable Requests	226					

Guelph, City of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,032	96.99%				
B 6-10			31	2.91%		
D 16+			1	0.09%		
Subtotal	1032	96.99%	32	3.01%	0	
Actionable Requests	1064					

Guelph, University of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	4.55%				

Member

B 6-10			1	4.55%		
D 16+					20	90.91%
Subtotal	1	4.55%	1	4.55%	20	90.91%

Actionable Requests 22

Guelph-Eramosa Township

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

Actionable Requests 11

Gunns Hill LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	100.00%		
Subtotal	0		4	100.00%	0	

Actionable Requests 4

Haldimand, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	309	74.64%				
B 6-10			10	2.42%		
C 11-15			1	0.24%		
D 16+			1	0.24%	93	22.46%
Subtotal	309	74.64%	12	2.90%	93	22.46%

Actionable Requests 414

Hallebourg LSB

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

Actionable Requests 1

Halton Hills Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	476	100.00%				

Member

Subtotal	476	100.00%	0		0	
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Actionable Requests	476
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Halton Hills, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	137	89.54%				
B 6-10			6	3.92%		
C 11-15			2	1.31%		
D 16+			4	2.61%	4	2.61%
Subtotal	137	89.54%	12	7.84%	4	2.61%

Actionable Requests	153
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Halton Region - Burlington

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	35	31.82%				
B 6-10			43	39.09%		
C 11-15					3	2.73%
D 16+			15	13.64%	14	12.73%
Subtotal	35	31.82%	58	52.73%	17	15.45%

Actionable Requests	110
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Halton Region - Halton Hills - Traffic

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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B 6-10			4	57.14%		
C 11-15			1	14.29%		
D 16+			2	28.57%		
Subtotal	0		7	100.00%	0	

Actionable Requests	7
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Halton Region - Milton

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	68	69.39%				
B 6-10			28	28.57%		
C 11-15			2	2.04%		

Member

Subtotal	68	69.39%	30	30.61%	0	
Actionable Requests	98					

Halton Region - Oakville

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	37	25.52%				
B 6-10			40	27.59%		
C 11-15			30	20.69%		
D 16+			19	13.10%	19	13.10%
Subtotal	37	25.52%	89	61.38%	19	13.10%
Actionable Requests	145					

Halton Region Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	756	85.71%				
B 6-10			95	10.77%		
C 11-15			13	1.47%	2	0.23%
D 16+			8	0.91%	8	0.91%
Subtotal	756	85.71%	116	13.15%	10	1.13%
Actionable Requests	882					

Halton, Region of - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	46.15%				
B 6-10			5	38.46%		
C 11-15			2	15.38%		
Subtotal	6	46.15%	7	53.85%	0	
Actionable Requests	13					

Halton, Region of - MTO - Burlington Milton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	66.67%				
B 6-10			2	13.33%		
C 11-15					3	20.00%

Member

Subtotal	10	66.67%	2	13.33%	3	20.00%
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Actionable Requests	15
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Halton, Region of - MTO - Oakville Halton Hills

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

Actionable Requests	1
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Halton, Region of - Storm Sewer - Halton Hills

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	88.89%				
B 6-10			1	11.11%		
Subtotal	8	88.89%	1	11.11%	0	

Actionable Requests	9
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Hamilton - P & C ROW

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	258	66.15%				
B 6-10			6	1.54%		
C 11-15			9	2.31%		
D 16+			4	1.03%	113	28.97%
Subtotal	258	66.15%	19	4.87%	113	28.97%

Actionable Requests	390
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Hamilton Community Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	44.44%				
D 16+					5	55.56%
Subtotal	4	44.44%	0		5	55.56%

Actionable Requests	9
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Hamilton Health Sciences

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

Member

Subtotal	6	75.00%	2	25.00%	0	
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Actionable Requests	8					
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Hamilton, City of (Street Lighting)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	2,213	100.00%				
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Subtotal	2213	100.00%	0		0	
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Actionable Requests	2213					
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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	320	96.39%				
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B 6-10			10	3.01%		
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D 16+					2	0.60%
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Subtotal	320	96.39%	10	3.01%	2	0.60%
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Actionable Requests	332					
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Hamilton, City of (Water)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	2,185	68.62%				
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B 6-10			563	17.68%	11	0.35%
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C 11-15			238	7.47%	17	0.53%
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D 16+			87	2.73%	83	2.61%
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Subtotal	2185	68.62%	888	27.89%	111	3.49%
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Actionable Requests	3184					
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Hamilton, Township of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	113	97.41%				
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B 6-10			3	2.59%		
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Subtotal	113	97.41%	3	2.59%	0	
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Actionable Requests	116					
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Hanover, Town of

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

Subtotal	37	100.00%	0		0	
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Actionable Requests	37					
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Harold and Grace Baker Centre

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

Actionable Requests	1					
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Havelock-Belmont-Methuen, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	17	89.47%				
B 6-10			2	10.53%		
Subtotal	17	89.47%	2	10.53%	0	

Actionable Requests	19					
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Hawkesbury, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	39	72.22%				
B 6-10			14	25.93%		
D 16+					1	1.85%
Subtotal	39	72.22%	14	25.93%	1	1.85%

Actionable Requests	54					
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Hay Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	282	90.68%				
B 6-10			6	1.93%		
C 11-15			12	3.86%		
D 16+					11	3.54%
Subtotal	282	90.68%	18	5.79%	11	3.54%

Actionable Requests	311					
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HCE Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	29	35.37%				

Member

B 6-10			30	36.59%		
C 11-15			10	12.20%	2	2.44%
D 16+			4	4.88%	7	8.54%
Subtotal	29	35.37%	44	53.66%	9	10.98%
Actionable Requests	82					

Hearst Power

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

Hearst, Town of

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

Highbury Canco Corp

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

Highlands East, Municipality of

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					

Hilton Beach, Village 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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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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Subtotal	0		0		2	100.00%
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Actionable Requests	2
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Homewood Health Services

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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Horton, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	2	66.67%				
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B 6-10			1	33.33%		
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Subtotal	2	66.67%	1	33.33%	0	
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Actionable Requests	3
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Howick, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	27	57.45%				
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B 6-10			8	17.02%		
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C 11-15			10	21.28%		
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D 16+			2	4.26%		
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Subtotal	27	57.45%	20	42.55%	0	
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Actionable Requests	47
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Humber College

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

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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Huntsville, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	6	31.58%				
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D 16+					13	68.42%
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Subtotal	6	31.58%	0		13	68.42%
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Actionable Requests	19
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Huron East, Municipality of

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

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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Huron Shores, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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C 11-15			1	100.00%		
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Subtotal	0		1	100.00%	0	
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Actionable Requests	1
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Huron, County of (Auburn)

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

Huron, County of (Traffic Signals)

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

Huron, County of (Wroxeter)

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

Huron, County of (Zurich)

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

Huron-Kinloss, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	82	80.39%				
B 6-10			9	8.82%		
C 11-15			8	7.84%		
D 16+			2	1.96%	1	0.98%
Subtotal	82	80.39%	19	18.63%	1	0.98%
Actionable Requests	102					

Hurontel

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	573	80.82%				
B 6-10			99	13.96%		
C 11-15			2	0.28%		
D 16+			4	0.56%	31	4.37%

Member

Subtotal	573	80.82%	105	14.81%	31	4.37%
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Actionable Requests	709
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Hydro 2000

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	14	93.33%				
C 11-15			1	6.67%		
Subtotal	14	93.33%	1	6.67%	0	

Actionable Requests	15
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Hydro Embrun

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	45	71.43%				
B 6-10			7	11.11%		
D 16+					11	17.46%
Subtotal	45	71.43%	7	11.11%	11	17.46%

Actionable Requests	63
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Hydro Hawkesbury

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	22	81.48%				
B 6-10			2	7.41%		
C 11-15			1	3.70%		
D 16+			1	3.70%	1	3.70%
Subtotal	22	81.48%	4	14.81%	1	3.70%

Actionable Requests	27
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Hydro One Networks Inc - Fibre

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	52	94.55%				
B 6-10			2	3.64%		
D 16+					1	1.82%
Subtotal	52	94.55%	2	3.64%	1	1.82%

Actionable Requests	55
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Member

Hydro One Networks Inc (Distribution)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18,276	79.46%				
B 6-10			2816	12.24%	228	0.99%
C 11-15			717	3.12%	50	0.22%
D 16+			453	1.97%	459	2.00%
Subtotal	18276	79.46%	3986	17.33%	737	3.20%
Actionable Requests	22999					

Hydro One Networks Inc (Haldimand)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	839	91.20%				
B 6-10			17	1.85%		
C 11-15			1	0.11%		
D 16+					63	6.85%
Subtotal	839	91.20%	18	1.96%	63	6.85%
Actionable Requests	920					

Hydro One Networks Inc (Norfolk)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	95	27.62%				
B 6-10			83	24.13%	9	2.62%
C 11-15			51	14.83%	1	0.29%
D 16+			43	12.50%	62	18.02%
Subtotal	95	27.62%	177	51.45%	72	20.93%
Actionable Requests	344					

Hydro One Networks Inc (Orillia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	161	84.29%				
B 6-10			29	15.18%		
C 11-15			1	0.52%		
Subtotal	161	84.29%	30	15.71%	0	
Actionable Requests	191					

Member

Hydro One Networks Inc (Peterborough)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	442	92.86%				
B 6-10			26	5.46%		
C 11-15			2	0.42%	1	0.21%
D 16+			5	1.05%		
Subtotal	442	92.86%	33	6.93%	1	0.21%
Actionable Requests	476					

Hydro One Networks Inc (Transmission)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	720	87.48%				
B 6-10			9	1.09%	1	0.12%
C 11-15			6	0.73%	3	0.36%
D 16+			1	0.12%	83	10.09%
Subtotal	720	87.48%	16	1.94%	87	10.57%
Actionable Requests	823					

Hydro One Networks Inc (Woodstock)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	293	82.77%				
B 6-10			39	11.02%	2	0.56%
C 11-15			7	1.98%	2	0.56%
D 16+			1	0.28%	10	2.82%
Subtotal	293	82.77%	47	13.28%	14	3.95%
Actionable Requests	354					

Hydro One Remote Communities Inc

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

Hydro Ottawa

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

A 0-5	6,712	93.77%				
B 6-10			337	4.71%	3	0.04%
C 11-15			56	0.78%	6	0.08%
D 16+			28	0.39%	16	0.22%
Subtotal	6712	93.77%	421	5.88%	25	0.35%
Actionable Requests	7158					

Ignace, 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					

Imperial Oil Pipelines (I002)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	243	71.05%				
B 6-10			15	4.39%	1	0.29%
C 11-15			10	2.92%		
D 16+			16	4.68%	57	16.67%
Subtotal	243	71.05%	41	11.99%	58	16.96%
Actionable Requests	342					

Imperial Oil Pipelines (I003)

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

Imperial Oil Pipelines (I004)

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

Imperial Oil Refinery and Chemicals (IM01)

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

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

Imperial Oil Refinery and Chemicals (IM02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	83.33%				
B 6-10			4	16.67%		
Subtotal	20	83.33%	4	16.67%	0	
Actionable Requests	24					

Index Energy Ajax Corporation

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					

Ingersoll, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	82	97.62%				
B 6-10			1	1.19%		
D 16+					1	1.19%
Subtotal	82	97.62%	1	1.19%	1	1.19%
Actionable Requests	84					

InnPower

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	433	99.77%				
B 6-10			1	0.23%		
Subtotal	433	99.77%	1	0.23%	0	
Actionable Requests	434					

InnServices Utilities Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	315	99.68%				

Member

B 6-10			1	0.32%		
Subtotal	315	99.68%	1	0.32%	0	
Actionable Requests	316					

Integrated Gas Recovery Services

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

Internet Access Solutions Ltd

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

Iroquois Falls, Town of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	6	33.33%				
B 6-10			1	5.56%	4	22.22%
D 16+					7	38.89%
Subtotal	6	33.33%	1	5.56%	11	61.11%
Actionable Requests	18					

Johnson, Township of

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

K2 Wind Farm Ontario

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	5	71.43%				
B 6-10			2	28.57%		

Member

Subtotal	5	71.43%	2	28.57%	0	
Actionable Requests	7					

Kapuskasing, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	52	76.47%				
B 6-10			7	10.29%		
C 11-15			1	1.47%		
D 16+					8	11.76%
Subtotal	52	76.47%	8	11.76%	8	11.76%
Actionable Requests	68					

Kawartha Lakes, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	347	96.39%				
B 6-10			13	3.61%		
Subtotal	347	96.39%	13	3.61%	0	
Actionable Requests	360					

Kawartha Pine Ridge District Schoolboard

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	76.19%				
D 16+					5	23.81%
Subtotal	16	76.19%	0		5	23.81%
Actionable Requests	21					

Kenora, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	42	75.00%				
B 6-10			10	17.86%		
C 11-15			1	1.79%		
D 16+					3	5.36%
Subtotal	42	75.00%	11	19.64%	3	5.36%
Actionable Requests	56					

Member

Kent Breeze 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					

Killaloe, Hagarty & Richards, Township of

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

Kincardine, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	129	100.00%				
Subtotal	129	100.00%	0		0	
Actionable Requests	129					

Kinder Morgan Pipeline

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

King, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	337	98.25%				
B 6-10			6	1.75%		
Subtotal	337	98.25%	6	1.75%	0	
Actionable Requests	343					

Kings University College

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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Kingsbridge Wind Farm

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

Actionable Requests	3					
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Kingston General Hospital

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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Kingston Solar LP

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

Actionable Requests	2					
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Kingston, City of (Utilities Kingston)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	624	87.89%				
B 6-10			81	11.41%		
C 11-15			4	0.56%		
D 16+					1	0.14%
Subtotal	624	87.89%	85	11.97%	1	0.14%

Actionable Requests	710					
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Kingsville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	2.98%				
B 6-10			112	47.66%		
C 11-15			50	21.28%		

Member

D 16+			54	22.98%	12	5.11%
Subtotal	7	2.98%	216	91.91%	12	5.11%

Actionable Requests

235

Kirkland Lake, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	82.76%				
B 6-10			4	13.79%		
C 11-15			1	3.45%		
Subtotal	24	82.76%	5	17.24%	0	

Actionable Requests

29

Kitchener Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,303	99.77%				
B 6-10			2	0.15%		
C 11-15					1	0.08%
Subtotal	1303	99.77%	2	0.15%	1	0.08%

Actionable Requests

1306

Kitchener Utilities - Gas and Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	330	99.70%				
B 6-10			1	0.30%		
Subtotal	330	99.70%	1	0.30%	0	

Actionable Requests

331

Kitchener, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	430	49.37%				
B 6-10			383	43.97%		
C 11-15			6	0.69%		
D 16+			38	4.36%	14	1.61%
Subtotal	430	49.37%	427	49.02%	14	1.61%

Actionable Requests

871

Member

Kruger Energy

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

KWIC Internet

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	20.00%				
B 6-10			1	10.00%		
C 11-15			1	10.00%		
D 16+			4	40.00%	2	20.00%
Subtotal	2	20.00%	6	60.00%	2	20.00%
Actionable Requests	10					

Lagasco Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	27	54.00%				
B 6-10			20	40.00%		
C 11-15			2	4.00%		
D 16+			1	2.00%		
Subtotal	27	54.00%	23	46.00%	0	
Actionable Requests	50					

Lagasco Limited

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

Lake Huron Primary Water Supply System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	24	88.89%				
D 16+					3	11.11%

Member

Subtotal	24	88.89%	0		3	11.11%
Actionable Requests	27					

Lake of Bays, Township of

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

Lakefront Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	258	96.27%				
B 6-10			9	3.36%		
D 16+			1	0.37%		
Subtotal	258	96.27%	10	3.73%	0	
Actionable Requests	268					

Lakefront Utilities - Grafton Water

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

Lakefront Utilities - Town of Cobourg Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	238	95.97%				
B 6-10			9	3.63%		
D 16+			1	0.40%		
Subtotal	238	95.97%	10	4.03%	0	
Actionable Requests	248					

Lakeland Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	102	79.69%				
B 6-10			21	16.41%	2	1.56%
C 11-15			2	1.56%		

Member

D 16+			1	0.78%		
Subtotal	102	79.69%	24	18.75%	2	1.56%
Actionable Requests	128					

Lakeland Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	202	85.59%				
B 6-10			29	12.29%	3	1.27%
C 11-15			2	0.85%		
Subtotal	202	85.59%	31	13.14%	3	1.27%
Actionable Requests	236					

Lakeshore, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	270	98.54%				
D 16+					4	1.46%
Subtotal	270	98.54%	0		4	1.46%
Actionable Requests	274					

Lakeview Water System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	90.00%				
D 16+					1	10.00%
Subtotal	9	90.00%	0		1	10.00%
Actionable Requests	10					

Lambton Area Water Supply System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	121	100.00%				
Subtotal	121	100.00%	0		0	
Actionable Requests	121					

Lambton County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	46.67%				
B 6-10			5	33.33%	2	13.33%

Member

C 11-15			1	6.67%		
Subtotal	7	46.67%	6	40.00%	2	13.33%
Actionable Requests	15					

Lambton Shores, Municipality of

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		175	81.78%				
B 6-10				37	17.29%		
C 11-15				1	0.47%		
D 16+						1	0.47%
Subtotal		175	81.78%	38	17.76%	1	0.47%
Actionable Requests		214					

LamSar for SXL (Sunoco Logistics)

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					

Lanark Highlands, Township of

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

Lanark, County 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					

Lanxess Canada

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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Larder Lake, Township of

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

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	161	89.94%				
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B 6-10			15	8.38%		
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D 16+					3	1.68%
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Subtotal	161	89.94%	15	8.38%	3	1.68%
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Actionable Requests	179
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Laurentian Hills, Town of

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

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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Laurentian Valley, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	31	96.88%				
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D 16+					1	3.13%
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Subtotal	31	96.88%	0		1	3.13%
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Actionable Requests	32
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Member

Leamington Area Drip Irrigation

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

Leamington Sewer and Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	148	89.16%				
B 6-10			6	3.61%		
D 16+					12	7.23%
Subtotal	148	89.16%	6	3.61%	12	7.23%
Actionable Requests	166					

Leamington Water Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	160	72.40%				
B 6-10			40	18.10%		
C 11-15			7	3.17%		
D 16+					14	6.33%
Subtotal	160	72.40%	47	21.27%	14	6.33%
Actionable Requests	221					

Leeds & Grenville, United Counties of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	70	94.59%				
B 6-10			4	5.41%		
Subtotal	70	94.59%	4	5.41%	0	
Actionable Requests	74					

Lennox and Addington, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					30	100.00%

Member

Subtotal	0		0		30	100.00%
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Actionable Requests	30					
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Lincoln, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	383	99.48%				
B 6-10			1	0.26%		
D 16+					1	0.26%
Subtotal	383	99.48%	1	0.26%	1	0.26%

Actionable Requests	385					
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Linde - Mississauga

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

Actionable Requests	2					
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Linde Canada Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	30	90.91%				
B 6-10			3	9.09%		
Subtotal	30	90.91%	3	9.09%	0	

Actionable Requests	33					
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Linde Canada Inc - Scarborough

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	84.62%				
D 16+					2	15.38%
Subtotal	11	84.62%	0		2	15.38%

Actionable Requests	13					
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London District Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	93	98.94%				
B 6-10			1	1.06%		

Member

Subtotal	93	98.94%	1	1.06%	0	
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Actionable Requests	94					
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London Health Sciences

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

Actionable Requests	3					
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London Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,553	61.29%				
B 6-10			514	20.28%	34	1.34%
C 11-15			172	6.79%	7	0.28%
D 16+			109	4.30%	145	5.72%
Subtotal	1553	61.29%	795	31.37%	186	7.34%

Actionable Requests	2534					
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London, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,524	61.30%				
B 6-10			505	20.31%	36	1.45%
C 11-15			171	6.88%	7	0.28%
D 16+			99	3.98%	144	5.79%
Subtotal	1524	61.30%	775	31.17%	187	7.52%

Actionable Requests	2486					
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Long Point Provincial Park

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	25.00%				
D 16+					3	75.00%
Subtotal	1	25.00%	0		3	75.00%

Actionable Requests	4					
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Member

Loyalist Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	641	99.84%				
C 11-15					1	0.16%
Subtotal	641	99.84%	0		1	0.16%
Actionable Requests	642					

Lucan-Biddulph, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	74	98.67%				
C 11-15			1	1.33%		
Subtotal	74	98.67%	1	1.33%	0	
Actionable Requests	75					

MacDonald, Meredith, and Aberdeen, Mun. of

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

Machin, Municipality of

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

Madawaska Valley, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	75.00%				
B 6-10			2	25.00%		
Subtotal	6	75.00%	2	25.00%	0	
Actionable Requests	8					

Malahide, Township of

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

A 0-5	13	100.00%				
Subtotal	13	100.00%	0		0	

Actionable Requests 13

Manitouwadge, 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

Mapleton, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	28	100.00%				
Subtotal	28	100.00%	0		0	

Actionable Requests 28

Marathon, Town 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

Markham District Energy

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	34	94.44%				
D 16+					2	5.56%
Subtotal	34	94.44%	0		2	5.56%

Actionable Requests 36

Markham, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1,571	98.13%				
B 6-10			17	1.06%		
D 16+					13	0.81%

Member

Subtotal	1571	98.13%	17	1.06%	13	0.81%
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Actionable Requests	1601
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Markham, City of - Traffic Signals

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	155	99.36%				
B 6-10			1	0.64%		
Subtotal	155	99.36%	1	0.64%	0	

Actionable Requests	156
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Markham, City of - Water and Sewer

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	1,093	99.82%				
B 6-10			1	0.09%		
D 16+					1	0.09%
Subtotal	1093	99.82%	1	0.09%	1	0.09%

Actionable Requests	1095
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Markstay-Warren, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	1	14.29%				
B 6-10			1	14.29%		
C 11-15			2	28.57%		
D 16+					3	42.86%
Subtotal	1	14.29%	3	42.86%	3	42.86%

Actionable Requests	7
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Marmora and Lake, Municipality of

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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Marwood Metals

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	
Actionable Requests	1					

Matachewan, 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					

Mattawa, Town of

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

McDougall, 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					

McNab Braeside, Township of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
D 16+					107	100.00%
Subtotal	0		0		107	100.00%
Actionable Requests	107					

Meaford, Municipality of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	8	16.67%				
B 6-10			16	33.33%		
D 16+			1	2.08%	23	47.92%
Subtotal	8	16.67%	17	35.42%	23	47.92%
Actionable Requests	48					

Member

Melancthon Windfarm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	4.17%		
D 16+			10	41.67%	13	54.17%
Subtotal	0		11	45.83%	13	54.17%
Actionable Requests	24					

Merrickville-Wolford, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	27.27%				
B 6-10			9	40.91%		
C 11-15			2	9.09%		
D 16+			4	18.18%	1	4.55%
Subtotal	6	27.27%	15	68.18%	1	4.55%
Actionable Requests	22					

Metalore Resources

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

Metro Fibrewerx

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

Middlesex Centre, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	93	83.78%				
B 6-10			3	2.70%		
D 16+					15	13.51%
Subtotal	93	83.78%	3	2.70%	15	13.51%
Actionable Requests	111					

Member

Middlesex County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	53	91.38%				
B 6-10			1	1.72%		
D 16+					4	6.90%
Subtotal	53	91.38%	1	1.72%	4	6.90%
Actionable Requests	58					

Midland Water and Wastewater Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	132	90.41%				
B 6-10			6	4.11%		
D 16+					8	5.48%
Subtotal	132	90.41%	6	4.11%	8	5.48%
Actionable Requests	146					

Midland, Town of - Street lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			3	3.57%	81	96.43%
Subtotal	0		3	3.57%	81	96.43%
Actionable Requests	84					

Milton Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	413	68.49%				
B 6-10			142	23.55%		
C 11-15			31	5.14%		
D 16+			9	1.49%	8	1.33%
Subtotal	413	68.49%	182	30.18%	8	1.33%
Actionable Requests	603					

Milton, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	154	70.32%				
B 6-10			53	24.20%		

Member

C 11-15			8	3.65%		
D 16+			3	1.37%	1	0.46%
Subtotal	154	70.32%	64	29.22%	1	0.46%

Actionable Requests 219

Minden Hills, Township of - Water

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	7	41.18%				
D 16+					10	58.82%
Subtotal	7	41.18%	0		10	58.82%

Actionable Requests 17

Minto, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	58	100.00%				
Subtotal	58	100.00%	0		0	

Actionable Requests 58

Mississauga, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	887	100.00%				
Subtotal	887	100.00%	0		0	

Actionable Requests 887

Mississauga, City of - Traffic Signals

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	209	97.21%				
B 6-10			6	2.79%		
Subtotal	209	97.21%	6	2.79%	0	

Actionable Requests 215

Mississaugas of Scugog Island First Nation

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	7	100.00%				
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Member

Subtotal	7	100.00%	0		0	
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Actionable Requests	7
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Mississippi Mills, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	77	95.06%				
D 16+					4	4.94%
Subtotal	77	95.06%	0		4	4.94%

Actionable Requests	81
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MNSI Managed Network Systems Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	993	83.10%				
B 6-10			188	15.73%		
C 11-15			3	0.25%		
D 16+			1	0.08%	10	0.84%
Subtotal	993	83.10%	192	16.07%	10	0.84%

Actionable Requests	1195
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Mohawk on the Bay of Quinte Fibre (7GEN01)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	27	90.00%				
B 6-10			3	10.00%		
Subtotal	27	90.00%	3	10.00%	0	

Actionable Requests	30
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Mohawks of the Bay of Quinte - Water and Sewer

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+			22	84.62%	4	15.38%
Subtotal	0		22	84.62%	4	15.38%

Actionable Requests	26
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Mono, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	32	84.21%				
B 6-10			3	7.89%		

Member

D 16+					3	7.89%
Subtotal	32	84.21%	3	7.89%	3	7.89%

Actionable Requests 38

Montague, Township of

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

Actionable Requests 2

Moonbeam, Township of

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

Actionable Requests 10

Moosonee, Corporation of the Town of

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

Actionable Requests 2

Mornington Communications

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		171	58.97%				
B 6-10				32	11.03%		
C 11-15				7	2.41%		
D 16+				6	2.07%	74	25.52%
Subtotal		171	58.97%	45	15.52%	74	25.52%

Actionable Requests 290

Morris-Turnberry, Municipality of

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	86.96%					
D 16+						3	13.04%

Member

Subtotal	20	86.96%	0		3	13.04%
Actionable Requests	23					

Mt Sinai Hospital

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

Mulmur, Township of

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

Muskoka Algonquin Healthcare

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

Muskoka Lakes, Township of

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

Muskoka, District of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	223	79.08%				
B 6-10			20	7.09%		
C 11-15			17	6.03%		
D 16+			3	1.06%	19	6.74%

Member

Subtotal	223	79.08%	40	14.18%	19	6.74%
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Actionable Requests 282

Muskoka, District of (Traffic)

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Nation Rise Wind Farm Limited Partnership

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	16.67%				
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D 16+					5	83.33%
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Subtotal	1	16.67%	0		5	83.33%
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Actionable Requests 6

Nation, Municipality of the

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	18	58.06%				
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B 6-10			7	22.58%		
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C 11-15			3	9.68%		
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D 16+					3	9.68%
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Subtotal	18	58.06%	10	32.26%	3	9.68%
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Actionable Requests 31

Net Optiks - Brantford Hydro

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	2.33%				
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D 16+					42	97.67%
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Subtotal	1	2.33%	0		42	97.67%
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Actionable Requests 43

Netflash Internet Solutions

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	19	55.88%				
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B 6-10			8	23.53%		
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Member

C 11-15			2	5.88%		
D 16+			2	5.88%	3	8.82%
Subtotal	19	55.88%	12	35.29%	3	8.82%
Actionable Requests	34					

New Tecumseth, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	298	99.00%				
B 6-10			3	1.00%		
Subtotal	298	99.00%	3	1.00%	0	
Actionable Requests	301					

Newbury, Village of

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

Newmarket, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	101	100.00%				
Subtotal	101	100.00%	0		0	
Actionable Requests	101					

Newmarket-Tay Power (Midland)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	148	82.68%				
B 6-10			31	17.32%		
Subtotal	148	82.68%	31	17.32%	0	
Actionable Requests	179					

Newmarket-Tay Power (Newmarket)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	315	99.37%				
B 6-10			2	0.63%		

Member

Subtotal	315	99.37%	2	0.63%	0	
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Actionable Requests	317					
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Newmarket-Tay Power (Tay)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	44	80.00%				
B 6-10			11	20.00%		
Subtotal	44	80.00%	11	20.00%	0	

Actionable Requests	55					
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Nexicom Telecommunications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	252	96.55%				
B 6-10			9	3.45%		
Subtotal	252	96.55%	9	3.45%	0	

Actionable Requests	261					
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Niagara Falls, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	897	84.30%				
B 6-10			28	2.63%		
C 11-15			3	0.28%	1	0.09%
D 16+			5	0.47%	130	12.22%
Subtotal	897	84.30%	36	3.38%	131	12.31%

Actionable Requests	1064					
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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					
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Niagara Peninsula Energy

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	998	84.15%				
B 6-10			28	2.36%		

Member

C 11-15			1	0.08%		
D 16+			7	0.59%	152	12.82%
Subtotal	998	84.15%	36	3.04%	152	12.82%

Actionable Requests 1186

Niagara Region Water Sanitary Storm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,292	98.70%	
B 6-10		17	1.30%
Subtotal	1292	98.70%	17

Actionable Requests 1309

Niagara Region Wind Farm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	9	20.93%	
D 16+			34
Subtotal	9	20.93%	34

Actionable Requests 43

Niagara Regional Broadband Network

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	666	91.86%	
B 6-10		16	2.21%
D 16+		2	0.28%
Subtotal	666	91.86%	18

Actionable Requests 725

Niagara, Region of - Transportation Services

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	597	87.15%	
B 6-10		14	2.04%
C 11-15		1	0.15%
D 16+		1	0.15%
Subtotal	597	87.15%	16

Actionable Requests 685

Member

Niagara-On-The-Lake Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	323	98.18%				
B 6-10			6	1.82%		
Subtotal	323	98.18%	6	1.82%	0	
Actionable Requests	329					

Niagara-On-The-Lake, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	244	97.60%				
B 6-10			6	2.40%		
Subtotal	244	97.60%	6	2.40%	0	
Actionable Requests	250					

Nipigon, Town of

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

Nor-Del

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	223	89.92%				
B 6-10			8	3.23%		
C 11-15			1	0.40%		
D 16+			3	1.21%	13	5.24%
Subtotal	223	89.92%	12	4.84%	13	5.24%
Actionable Requests	248					

Norfolk County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	362	61.36%				
B 6-10			97	16.44%	6	1.02%
C 11-15			60	10.17%	2	0.34%
D 16+			48	8.14%	15	2.54%

Member

Subtotal	362	61.36%	205	34.75%	23	3.90%
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Actionable Requests	590					
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Norfolk Oil & Gas Ltd

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%	1	33.33%	0	

Actionable Requests	3					
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North Bay Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	191	83.41%				
B 6-10			34	14.85%	1	0.44%
C 11-15			3	1.31%		
Subtotal	191	83.41%	37	16.16%	1	0.44%

Actionable Requests	229					
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North Bay, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	39	54.17%				
B 6-10			19	26.39%		
C 11-15			6	8.33%		
D 16+			5	6.94%	3	4.17%
Subtotal	39	54.17%	30	41.67%	3	4.17%

Actionable Requests	72					
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North Bay, City of - Private Hydro Lines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	8	28.57%				
D 16+					20	71.43%
Subtotal	8	28.57%	0		20	71.43%

Actionable Requests	28					
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North Dundas, Township of

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

A 0-5	48	73.85%				
B 6-10			13	20.00%		
C 11-15			3	4.62%		
D 16+					1	1.54%
Subtotal	48	73.85%	16	24.62%	1	1.54%
Actionable Requests	65					

North Frontenac Telephone Company

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	386	93.46%				
B 6-10			17	4.12%		
C 11-15			8	1.94%		
D 16+			1	0.24%	1	0.24%
Subtotal	386	93.46%	26	6.30%	1	0.24%
Actionable Requests	413					

North Glengarry, Township of

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		16	88.89%				
B 6-10				2	11.11%		
Subtotal		16	88.89%	2	11.11%	0	
Actionable Requests		18					

North Grenville, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	65	74.71%				
B 6-10			6	6.90%		
D 16+					16	18.39%
Subtotal	65	74.71%	6	6.90%	16	18.39%
Actionable Requests	87					

North Huron, Township of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	33	82.50%			
B 6-10			3	7.50%	

Member

D 16+					4	10.00%
Subtotal	33	82.50%	3	7.50%	4	10.00%

Actionable Requests 40

North Kent Wind 1 LP

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

Actionable Requests 8

North Middlesex, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			255
Subtotal	0	0	255
			100.00%
			100.00%

Actionable Requests 255

North Perth, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	106	90.60%	
B 6-10		2	1.71%
D 16+		1	0.85%
Subtotal	106	90.60%	3
			2.56%
		8	6.84%
		8	6.84%

Actionable Requests 117

North Renfrew Telecom Company (NRTC)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	240	83.33%	
B 6-10		24	8.33%
C 11-15		3	1.04%
D 16+			21
Subtotal	240	83.33%	27
			9.38%
		21	7.29%
		21	7.29%

Actionable Requests 288

North Stormont, Township of

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

A 0-5	13	35.14%				
B 6-10			9	24.32%		
C 11-15			4	10.81%		
D 16+			3	8.11%	8	21.62%
Subtotal	13	35.14%	16	43.24%	8	21.62%

Actionable Requests 37

North York General Hospital

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

Actionable Requests 2

Northeastern Manitoulin and the Islands, Town

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

Actionable Requests 8

Northern Bruce Peninsula, 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

Northern Cross Energy

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

Actionable Requests 4

Northern Ontario Wires

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	46 97.87%		
D 16+			1 2.13%

Member

Subtotal	46	97.87%	0		1	2.13%
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Actionable Requests	47
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Northern Tel Limited Partnership

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	196	84.48%				
B 6-10			14	6.03%	9	3.88%
C 11-15			6	2.59%	1	0.43%
D 16+			1	0.43%	5	2.16%
Subtotal	196	84.48%	21	9.05%	15	6.47%

Actionable Requests	232
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Northumberland, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	38	60.32%				
B 6-10			3	4.76%		
C 11-15			7	11.11%		
D 16+			11	17.46%	4	6.35%
Subtotal	38	60.32%	21	33.33%	4	6.35%

Actionable Requests	63
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Norwich, Township Of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	105	92.11%				
B 6-10			8	7.02%		
D 16+					1	0.88%
Subtotal	105	92.11%	8	7.02%	1	0.88%

Actionable Requests	114
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Nova Chemicals Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	57	100.00%				
Subtotal	57	100.00%	0		0	

Actionable Requests	57
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Member

Oakville Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	732	49.06%				
B 6-10			498	33.38%	1	0.07%
C 11-15			123	8.24%		
D 16+			80	5.36%	58	3.89%
Subtotal	732	49.06%	701	46.98%	59	3.95%
Actionable Requests	1492					

Oakville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	922	59.18%				
B 6-10			400	25.67%		
C 11-15			100	6.42%		
D 16+			86	5.52%	50	3.21%
Subtotal	922	59.18%	586	37.61%	50	3.21%
Actionable Requests	1558					

Oil Springs, Village of

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

Oliver Paipoonge, Municipality 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					

ON-Energy Corp

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	54.55%				
B 6-10			4	36.36%		

Member

D 16+					1	9.09%
Subtotal	6	54.55%	4	36.36%	1	9.09%

Actionable Requests 11

Ontario Clean Water Agency

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

Actionable Requests 1

Ontario Power Generation - Darlington

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

Actionable Requests 1

Ontario Power Generation - Niagara

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	4	66.67%	
B 6-10		1	16.67%
D 16+			1
Subtotal	4	66.67%	1

Actionable Requests 6

Ontera - A Division of NorthernTel

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	155	78.68%	
B 6-10		16	8.12%
C 11-15		1	0.51%
D 16+			20
Subtotal	155	78.68%	17

Actionable Requests 197

Orangeville Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	153	99.35%	

Member

B 6-10			1	0.65%		
Subtotal	153	99.35%	1	0.65%	0	

Actionable Requests

154

Orangeville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	13	5.75%				
B 6-10			175	77.43%		
C 11-15			30	13.27%		
D 16+			4	1.77%	4	1.77%
Subtotal	13	5.75%	209	92.48%	4	1.77%

Actionable Requests

226

Orangeville, Town of - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	100.00%				
Subtotal	31	100.00%	0		0	

Actionable Requests

31

Orillia, City of (EIS Dept)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	287	82.47%				
B 6-10			55	15.80%		
D 16+					6	1.72%
Subtotal	287	82.47%	55	15.80%	6	1.72%

Actionable Requests

348

Oro-Medonte, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	41	100.00%				
Subtotal	41	100.00%	0		0	

Actionable Requests

41

Oshawa PUC Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	935	91.67%				

Member

B 6-10			66	6.47%	1	0.10%
C 11-15			3	0.29%	4	0.39%
D 16+					11	1.08%
Subtotal	935	91.67%	69	6.76%	16	1.57%

Actionable Requests 1020

Oshawa, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	379	91.55%				
B 6-10			27	6.52%	1	0.24%
C 11-15			2	0.48%	3	0.72%
D 16+					2	0.48%
Subtotal	379	91.55%	29	7.00%	6	1.45%

Actionable Requests 414

Oshawa, City of - Catch Basins

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	25	96.15%				
B 6-10			1	3.85%		
Subtotal	25	96.15%	1	3.85%	0	

Actionable Requests 26

Osler Bluff Ski-Club

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

Actionable Requests 1

Otonabee-South Monaghan

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	60.00%				
C 11-15			1	20.00%		
D 16+					1	20.00%
Subtotal	3	60.00%	1	20.00%	1	20.00%

Actionable Requests 5

Member

Ottawa River Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	162	97.01%				
B 6-10			5	2.99%		
Subtotal	162	97.01%	5	2.99%	0	
Actionable Requests	167					

Ottawa, City of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5,072	92.45%				
B 6-10			378	6.89%		
C 11-15			31	0.57%		
D 16+			5	0.09%		
Subtotal	5072	92.45%	414	7.55%	0	
Actionable Requests	5486					

Ottawa, City of - Traffic Signals -976

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	952	99.90%				
D 16+			1	0.10%		
Subtotal	952	99.90%	1	0.10%	0	
Actionable Requests	953					

Ottawa, City of - Water-Sewer - 975

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5,784	99.78%				
B 6-10			12	0.21%		
C 11-15			1	0.02%		
Subtotal	5784	99.78%	13	0.22%	0	
Actionable Requests	5797					

Ottawa, University of

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

Member

Subtotal	0		0		12	100.00%
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Actionable Requests	12					
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Owen Sound, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	36	23.38%				
B 6-10			85	55.19%		
C 11-15			14	9.09%		
D 16+			18	11.69%	1	0.65%
Subtotal	36	23.38%	117	75.97%	1	0.65%

Actionable Requests	154					
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Oxford, County of - Fiber

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	63.64%				
B 6-10			3	27.27%	1	9.09%
Subtotal	7	63.64%	3	27.27%	1	9.09%

Actionable Requests	11					
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Oxford, County of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	37.50%				
B 6-10			2	25.00%		
C 11-15			3	37.50%		
Subtotal	3	37.50%	5	62.50%	0	

Actionable Requests	8					
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Oxford, County of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	70.00%				
B 6-10			1	10.00%		
C 11-15					1	10.00%
D 16+			1	10.00%		
Subtotal	7	70.00%	2	20.00%	1	10.00%

Actionable Requests	10					
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Member

Oxford, County of - Water & Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	468	99.57%				
D 16+					2	0.43%
Subtotal	468	99.57%	0		2	0.43%
Actionable Requests	470					

Packet Works

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

Parkhill Wind Farm (Nextera)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	70	100.00%				
Subtotal	70	100.00%	0		0	
Actionable Requests	70					

Parry Sound, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	48	77.42%				
B 6-10			14	22.58%		
Subtotal	48	77.42%	14	22.58%	0	
Actionable Requests	62					

Pearson (PIFF) and GTAA

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

Member

Peel Region - Monitored Sites

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	34.38%				
B 6-10			3	9.38%		
C 11-15			7	21.88%		
D 16+			1	3.13%	10	31.25%
Subtotal	11	34.38%	11	34.38%	10	31.25%
Actionable Requests	32					

Peel, Region of - Brampton - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	196	74.24%				
B 6-10			42	15.91%		
C 11-15			12	4.55%	3	1.14%
D 16+			3	1.14%	8	3.03%
Subtotal	196	74.24%	57	21.59%	11	4.17%
Actionable Requests	264					

Peel, Region of - Brampton - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	58	69.88%				
B 6-10			12	14.46%		
C 11-15			6	7.23%	1	1.20%
D 16+			3	3.61%	3	3.61%
Subtotal	58	69.88%	21	25.30%	4	4.82%
Actionable Requests	83					

Peel, Region of - Brampton - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	299	67.95%				
B 6-10			67	15.23%	2	0.45%
C 11-15			22	5.00%	1	0.23%
D 16+			6	1.36%	43	9.77%

Member

Subtotal	299	67.95%	95	21.59%	46	10.45%
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Actionable Requests	440					
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Peel, Region of - Caledon - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	26	29.89%				
B 6-10			10	11.49%		
C 11-15			13	14.94%		
D 16+			23	26.44%	15	17.24%
Subtotal	26	29.89%	46	52.87%	15	17.24%

Actionable Requests	87					
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Peel, Region of - Caledon - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	30	30.30%				
B 6-10			16	16.16%		
C 11-15			19	19.19%		
D 16+			16	16.16%	18	18.18%
Subtotal	30	30.30%	51	51.52%	18	18.18%

Actionable Requests	99					
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Peel, Region of - Caledon - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	431	62.46%				
B 6-10			116	16.81%	3	0.43%
C 11-15			45	6.52%	4	0.58%
D 16+			40	5.80%	51	7.39%
Subtotal	431	62.46%	201	29.13%	58	8.41%

Actionable Requests	690					
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Peel, Region of - Mississauga - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	280	56.22%				
B 6-10			74	14.86%	6	1.20%
C 11-15			26	5.22%	20	4.02%

Member

D 16+			39	7.83%	53	10.64%
Subtotal	280	56.22%	139	27.91%	79	15.86%

Actionable Requests

498

Peel, Region of - Mississauga - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	32	61.54%				
B 6-10			5	9.62%	1	1.92%
C 11-15			1	1.92%		
D 16+			2	3.85%	11	21.15%
Subtotal	32	61.54%	8	15.38%	12	23.08%

Actionable Requests

52

Peel, Region of - Mississauga - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	488	66.04%				
B 6-10			99	13.40%	2	0.27%
C 11-15			36	4.87%	9	1.22%
D 16+			35	4.74%	70	9.47%
Subtotal	488	66.04%	170	23.00%	81	10.96%

Actionable Requests

739

Peel, Region of - Traffic Signals

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	191	98.96%				
B 6-10			2	1.04%		
Subtotal	191	98.96%	2	1.04%	0	

Actionable Requests

193

Peel, Region of (Peel Fibre Optics)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	462	80.07%				
B 6-10			86	14.90%		
C 11-15			12	2.08%		
D 16+			4	0.69%	13	2.25%

Member

Subtotal	462	80.07%	102	17.68%	13	2.25%
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Actionable Requests	577					
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Pelham, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	194	97.98%				
B 6-10			4	2.02%		
Subtotal	194	97.98%	4	2.02%	0	

Actionable Requests	198					
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Pembina Pipeline

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	21	91.30%				
D 16+					2	8.70%
Subtotal	21	91.30%	0		2	8.70%

Actionable Requests	23					
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Pembroke, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	80	97.56%				
D 16+					2	2.44%
Subtotal	80	97.56%	0		2	2.44%

Actionable Requests	82					
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Penetanguishene, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	46.27%				
B 6-10			20	29.85%		
C 11-15			1	1.49%		
D 16+					15	22.39%
Subtotal	31	46.27%	21	31.34%	15	22.39%

Actionable Requests	67					
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Perth East, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	13	19.12%				

Member

B 6-10			6	8.82%		
C 11-15			36	52.94%		
D 16+			11	16.18%	2	2.94%
Subtotal	13	19.12%	53	77.94%	2	2.94%

Actionable Requests

68

Perth South, Township of

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

Actionable Requests

9

Perth, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	37	69.81%				
B 6-10			12	22.64%		
D 16+					4	7.55%
Subtotal	37	69.81%	12	22.64%	4	7.55%

Actionable Requests

53

Petawawa, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	188	85.45%				
B 6-10			4	1.82%		
C 11-15			8	3.64%		
D 16+			1	0.45%	19	8.64%
Subtotal	188	85.45%	13	5.91%	19	8.64%

Actionable Requests

220

Peterborough Utilities (water, wastewater)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	464	93.36%				
B 6-10			27	5.43%		

Member

C 11-15			2	0.40%	1	0.20%
D 16+			3	0.60%		
Subtotal	464	93.36%	32	6.44%	1	0.20%

Actionable Requests 497

Peterborough, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	551	97.01%	
B 6-10		14	2.46%
C 11-15		2	0.35%
D 16+		1	0.18%
Subtotal	551	97.01%	17

Actionable Requests 568

Peterborough, County of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	166	97.08%	
D 16+			5
Subtotal	166	97.08%	5

Actionable Requests 171

Petrolia, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	48	82.76%	
D 16+			10
Subtotal	48	82.76%	10

Actionable Requests 58

Pickering, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		37	7.49%
Subtotal	0	37	7.49%

Actionable Requests 494

Pine Valley Drive - Private owner

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

Plains Midstream Pipeline

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	74	100.00%			
Subtotal	74	100.00%	0		0

Actionable Requests 74

Plateau Wind Farm

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

Actionable Requests 1

Plympton-Wyoming, Town of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	78	93.98%			
B 6-10			3	3.61%	
D 16+					2
Subtotal	78	93.98%	3	3.61%	2

Actionable Requests 83

Point Edward, Village of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	28	84.85%			
D 16+			3	9.09%	2
Subtotal	28	84.85%	3	9.09%	2

Actionable Requests 33

Port Burwell Area Secondary Water Supply

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

Member

Subtotal	4	100.00%	0		0	
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Actionable Requests	4
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Port Colborne, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	131	97.76%				
B 6-10			3	2.24%		
Subtotal	131	97.76%	3	2.24%	0	

Actionable Requests	134
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Port Dover and Nanticoke Wind Project

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

Actionable Requests	4
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Port Hope, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	178	100.00%				
Subtotal	178	100.00%	0		0	

Actionable Requests	178
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Powassan, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	23.53%				
B 6-10			2	11.76%		
D 16+					11	64.71%
Subtotal	4	23.53%	2	11.76%	11	64.71%

Actionable Requests	17
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Prescott & Russell, United Counties of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					21	100.00%

Member

Subtotal	0		0		21	100.00%
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Actionable Requests	21					
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Prescott, Town of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	4	14.81%				
D 16+					23	85.19%
Subtotal	4	14.81%	0		23	85.19%

Actionable Requests	27					
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Primus Management ULC

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

Actionable Requests	5					
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Prince Edward, County of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	109	90.83%				
D 16+					11	9.17%
Subtotal	109	90.83%	0		11	9.17%

Actionable Requests	120					
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Public Services and Procurement Canada - Services publics et

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	26	44.83%				
D 16+					32	55.17%
Subtotal	26	44.83%	0		32	55.17%

Actionable Requests	58					
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Puslinch, Township of

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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Member

Q9 Networks

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

Quadro Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	380	97.19%				
B 6-10			4	1.02%		
D 16+					7	1.79%
Subtotal	380	97.19%	4	1.02%	7	1.79%
Actionable Requests	391					

Queen's University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	100.00%				
Subtotal	18	100.00%	0		0	
Actionable Requests	18					

Queens University Fibre

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

Quinte West, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	947	95.27%				
B 6-10			40	4.02%		
C 11-15			2	0.20%		
D 16+			3	0.30%	2	0.20%

Member

Subtotal	947	95.27%	45	4.53%	2	0.20%
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Actionable Requests 994

Rainy River, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Ramara, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	21	95.45%				
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B 6-10			1	4.55%		
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Subtotal	21	95.45%	1	4.55%	0	
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Actionable Requests 22

Red Lake, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	3	75.00%				
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D 16+					1	25.00%
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Subtotal	3	75.00%	0		1	25.00%
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Actionable Requests 4

Red Rock, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Region of Waterloo (North Dumfries Wellesley Sewer)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	55	75.34%				
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B 6-10			10	13.70%		
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C 11-15			6	8.22%		
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D 16+			1	1.37%	1	1.37%
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Member

Subtotal	55	75.34%	17	23.29%	1	1.37%
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Actionable Requests	73					
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Region of Waterloo, Rapid Transit

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	92.45%				
B 6-10			1	1.89%		
C 11-15			1	1.89%		
D 16+					2	3.77%
Subtotal	49	92.45%	2	3.77%	2	3.77%

Actionable Requests	53					
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Renfrew Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	72	98.63%				
D 16+					1	1.37%
Subtotal	72	98.63%	0		1	1.37%

Actionable Requests	73					
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Renfrew, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	92	92.00%				
B 6-10			8	8.00%		
Subtotal	92	92.00%	8	8.00%	0	

Actionable Requests	100					
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Renfrew, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	63	88.73%				
D 16+					8	11.27%
Subtotal	63	88.73%	0		8	11.27%

Actionable Requests	71					
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Residences at Argento Inc.

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

Member

Subtotal	0		0		1	100.00%
Actionable Requests	1					

Richmond Hill, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	562	100.00%				
Subtotal	562	100.00%	0		0	
Actionable Requests	562					

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	76	100.00%				
Subtotal	76	100.00%	0		0	
Actionable Requests	76					

Rogers Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	21,481	88.97%				
B 6-10			1031	4.27%	7	0.03%
C 11-15			432	1.79%	12	0.05%
D 16+			379	1.57%	801	3.32%
Subtotal	21481	88.97%	1842	7.63%	820	3.40%
Actionable Requests	24143					

Romney Wind Energy Centre LP

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

Member

Rowe Energy Corporation

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

Roxborough Telephone Co Ltd

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

Ruralwave

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	139	85.28%				
B 6-10			15	9.20%		
C 11-15			3	1.84%		
D 16+			4	2.45%	2	1.23%
Subtotal	139	85.28%	22	13.50%	2	1.23%
Actionable Requests	163					

Russell, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	74	66.07%				
B 6-10			29	25.89%		
C 11-15			1	0.89%		
D 16+					8	7.14%
Subtotal	74	66.07%	30	26.79%	8	7.14%
Actionable Requests	112					

Member

Sables-Spanish Rivers, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			5	71.43%	2	28.57%
Subtotal	0		5	71.43%	2	28.57%
Actionable Requests	7					

Sarnia, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	678	97.84%				
B 6-10			14	2.02%		
D 16+					1	0.14%
Subtotal	678	97.84%	14	2.02%	1	0.14%
Actionable Requests	693					

Saugeen First Nations Fibre

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

Saugeen First Nations Water

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

Saugeen Shores, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	342	99.42%				
B 6-10			2	0.58%		
Subtotal	342	99.42%	2	0.58%	0	
Actionable Requests	344					

Sault Ste Marie PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	477	87.20%				

Member

B 6-10			70	12.80%		
Subtotal	477	87.20%	70	12.80%	0	

Actionable Requests 547

Sault Ste Marie, City of

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

Actionable Requests 79

Schreiber, 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

Scugog, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	133	95.68%	
D 16+			6
			4.32%
Subtotal	133	95.68%	6
			4.32%

Actionable Requests 139

Seguin, Township of

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

Actionable Requests 1

Selwyn, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	14	73.68%	
D 16+			5
			26.32%

Member

Subtotal	14	73.68%	0		5	26.32%
Actionable Requests	19					

Severn, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	72	92.31%				
B 6-10			5	6.41%		
D 16+					1	1.28%
Subtotal	72	92.31%	5	6.41%	1	1.28%
Actionable Requests	78					

Shaw Cable Systems

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	558	95.71%				
B 6-10			5	0.86%		
D 16+			3	0.51%	17	2.92%
Subtotal	558	95.71%	8	1.37%	17	2.92%
Actionable Requests	583					

Shelburne, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	88	88.00%				
B 6-10			7	7.00%		
D 16+					5	5.00%
Subtotal	88	88.00%	7	7.00%	5	5.00%
Actionable Requests	100					

Shell Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14	73.68%				
B 6-10			3	15.79%		
D 16+					2	10.53%
Subtotal	14	73.68%	3	15.79%	2	10.53%
Actionable Requests	19					

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					

Shuniah, 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					

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

Silvercreek Nominee Inc

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

Simcoe County District School Board

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

Member

Subtotal	0		0		2	100.00%
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Actionable Requests	2					
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Simcoe, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	358	97.55%				
D 16+					9	2.45%
Subtotal	358	97.55%	0		9	2.45%

Actionable Requests	367					
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Sioux Lookout Hydro

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

Actionable Requests	9					
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Sioux Lookout, 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					
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Six Nations Gas

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

Actionable Requests	79					
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Skyway 8

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

Actionable Requests	1					
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Member

Smiths Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	37	41.57%				
B 6-10			51	57.30%		
C 11-15			1	1.12%		
Subtotal	37	41.57%	52	58.43%	0	
Actionable Requests	89					

Smooth Rock Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	40.00%				
D 16+					6	60.00%
Subtotal	4	40.00%	0		6	60.00%
Actionable Requests	10					

South Bruce Peninsula, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	101	85.59%				
B 6-10			4	3.39%		
D 16+					13	11.02%
Subtotal	101	85.59%	4	3.39%	13	11.02%
Actionable Requests	118					

South Bruce, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	46.94%				
B 6-10			19	38.78%		
C 11-15			3	6.12%		
D 16+					4	8.16%
Subtotal	23	46.94%	22	44.90%	4	8.16%
Actionable Requests	49					

South Dundas, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	52.94%				

Member

B 6-10			10	29.41%		
C 11-15			1	2.94%		
D 16+			1	2.94%	4	11.76%
Subtotal	18	52.94%	12	35.29%	4	11.76%

Actionable Requests 34

South Frontenac, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	85.19%				
D 16+					4	14.81%
Subtotal	23	85.19%	0		4	14.81%

Actionable Requests 27

South Glengarry, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	46	92.00%				
B 6-10			2	4.00%		
D 16+					2	4.00%
Subtotal	46	92.00%	2	4.00%	2	4.00%

Actionable Requests 50

South Huron, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	114	88.37%				
B 6-10			13	10.08%		
D 16+					2	1.55%
Subtotal	114	88.37%	13	10.08%	2	1.55%

Actionable Requests 129

South Kent Wind Project

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	25	78.13%				
B 6-10			7	21.88%		
Subtotal	25	78.13%	7	21.88%	0	

Actionable Requests 32

Member

South River, Village of

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

South Stormont, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					91	100.00%
Subtotal	0		0		91	100.00%
Actionable Requests	91					

Southgate, Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14	58.33%				
B 6-10			2	8.33%		
D 16+					8	33.33%
Subtotal	14	58.33%	2	8.33%	8	33.33%
Actionable Requests	24					

Southwest Middlesex, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	115	91.27%				
B 6-10			5	3.97%		
D 16+					6	4.76%
Subtotal	115	91.27%	5	3.97%	6	4.76%
Actionable Requests	126					

South-West Oxford, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					48	100.00%
Subtotal	0		0		48	100.00%
Actionable Requests	48					

Member

Southwold, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					57	100.00%
Subtotal	0		0		57	100.00%
Actionable Requests	57					

SP Belle River Wind LP

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

Springwater, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	38.10%				
B 6-10			6	28.57%		
C 11-15			1	4.76%		
D 16+					6	28.57%
Subtotal	8	38.10%	7	33.33%	6	28.57%
Actionable Requests	21					

Sprucedale Youth Centre

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

St. Catharines, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	980	95.98%				
B 6-10			11	1.08%		
D 16+					30	2.94%
Subtotal	980	95.98%	11	1.08%	30	2.94%
Actionable Requests	1021					

Member

St. Charles, Municipality of

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

St. Clair, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	86	43.43%				
D 16+					112	56.57%
Subtotal	86	43.43%	0		112	56.57%
Actionable Requests	198					

St. Columban Wind Farms LP

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

St. Joseph, Township of

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

St. Josephs Health Care (London)

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

St. Josephs Healthcare (Hamilton)

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

Member

Subtotal	0		0		1	100.00%
Actionable Requests	1					

St. Marys General Hospital

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

St. Marys, Separated Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	78	82.98%				
B 6-10			14	14.89%		
D 16+					2	2.13%
Subtotal	78	82.98%	14	14.89%	2	2.13%
Actionable Requests	94					

St. Michael's Hospital

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

St. Thomas, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	598	78.89%				
B 6-10			84	11.08%		
C 11-15			27	3.56%		
D 16+			15	1.98%	34	4.49%
Subtotal	598	78.89%	126	16.62%	34	4.49%
Actionable Requests	758					

Start Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	194	45.01%				
B 6-10			84	19.49%	4	0.93%

Member

C 11-15			52	12.06%		
D 16+			33	7.66%	64	14.85%
Subtotal	194	45.01%	169	39.21%	68	15.78%

Actionable Requests 431

Stelco Steel Hamilton Works

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

Actionable Requests 4

Stirling-Rawdon, 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

Stone Mills, Township of

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

Actionable Requests 6

Stonebridge Golf and Country Club

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

Actionable Requests 1

Storm Internet

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	78.57%				
D 16+					3	21.43%

Member

Subtotal	11	78.57%	0		3	21.43%
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Actionable Requests 14

Stormont, Dundas & Glengarry, United Counties (SDG01)

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

Actionable Requests 1

Stormont, Dundas & Glengarry, United Counties (SDG02)

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

Actionable Requests 13

Stratford, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	430	98.62%				
C 11-15			2	0.46%		
D 16+					4	0.92%
Subtotal	430	98.62%	2	0.46%	4	0.92%

Actionable Requests 436

Strathroy-Caradoc, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	114	100.00%				
Subtotal	114	100.00%	0		0	

Actionable Requests 114

Stubbs Communications

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

Member

Subtotal	0		0		3	100.00%
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Actionable Requests	3					
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Sudbury District 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%	1	33.33%	0	

Actionable Requests	3					
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Summer Haven Wind

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	25	96.15%				
D 16+					1	3.85%
Subtotal	25	96.15%	0		1	3.85%

Actionable Requests	26					
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Sun Canadian Pipelines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	368	98.40%				
B 6-10			1	0.27%	1	0.27%
C 11-15					1	0.27%
D 16+					3	0.80%
Subtotal	368	98.40%	1	0.27%	5	1.34%

Actionable Requests	374					
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Sun Canadian Pipelines - Sarnia Area

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	40	100.00%				
Subtotal	40	100.00%	0		0	

Actionable Requests	40					
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Suncor Energy

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

Member

Subtotal	5	62.50%	3	37.50%	0	
Actionable Requests	8					
Suncor Energy Products (SNCP02)						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	100.00%				
Subtotal	2	100.00%	0		0	
Actionable Requests	2					
Suncor Energy Products (SNCP03)						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	100.00%
Subtotal	0		0		1	100.00%
Actionable Requests	1					
Suncor Energy Products (SNCP04)						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	100.00%				
Subtotal	3	100.00%	0		0	
Actionable Requests	3					
Suncor Energy Products (SNCP05)						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	75.00%				
D 16+					1	25.00%
Subtotal	3	75.00%	0		1	25.00%
Actionable Requests	4					
Sundridge, Village of						
Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	12	85.71%				
B 6-10			2	14.29%		
Subtotal	12	85.71%	2	14.29%	0	
Actionable Requests	14					

Member

Superior View Gas Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	13.79%				
B 6-10			7	24.14%		
C 11-15			3	10.34%		
D 16+					15	51.72%
Subtotal	4	13.79%	10	34.48%	15	51.72%
Actionable Requests	29					

Synergy North - Kenora

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

Synergy North - Thunder Bay

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	643	91.60%				
B 6-10			54	7.69%		
C 11-15			1	0.14%		
D 16+					4	0.57%
Subtotal	643	91.60%	55	7.83%	4	0.57%
Actionable Requests	702					

Talbot Windfarm

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

Tay, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	40	85.11%				
B 6-10			1	2.13%		
D 16+					6	12.77%

Member

Subtotal	40	85.11%	1	2.13%	6	12.77%
Actionable Requests	47					

Tay, Township of - Street Lights

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

TBayTel

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	504	89.84%				
B 6-10			45	8.02%		
C 11-15			3	0.53%		
D 16+			1	0.18%	8	1.43%
Subtotal	504	89.84%	49	8.73%	8	1.43%
Actionable Requests	561					

Tecumseh, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	80	86.96%				
B 6-10			8	8.70%		
D 16+					4	4.35%
Subtotal	80	86.96%	8	8.70%	4	4.35%
Actionable Requests	92					

TekSavvy Solutions Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	318	92.71%				
B 6-10			13	3.79%		
C 11-15			2	0.58%		
D 16+			3	0.87%	7	2.04%
Subtotal	318	92.71%	18	5.25%	7	2.04%
Actionable Requests	343					

Member

telMAX Inc							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		110	35.03%				
B 6-10				62	19.75%		
C 11-15				49	15.61%		
D 16+				56	17.83%	37	11.78%
Subtotal		110	35.03%	167	53.18%	37	11.78%
Actionable Requests		314					

Telus							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		2,353	89.43%				
B 6-10				224	8.51%		
C 11-15				36	1.37%		
D 16+				16	0.61%	2	0.08%
Subtotal		2353	89.43%	276	10.49%	2	0.08%
Actionable Requests		2631					

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

Temiskaming Shores, City of							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		27	90.00%				
D 16+						3	10.00%
Subtotal		27	90.00%	0		3	10.00%
Actionable Requests		30					

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

Member

Subtotal	1	50.00%	0		1	50.00%
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Actionable Requests	2					
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Teraspan Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	39	88.64%				
D 16+					5	11.36%
Subtotal	39	88.64%	0		5	11.36%

Actionable Requests	44					
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Terrace Bay, Township of

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

Actionable Requests	11					
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Thames Centre, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	71.43%				
B 6-10			11	15.71%		
C 11-15			4	5.71%		
D 16+					5	7.14%
Subtotal	50	71.43%	15	21.43%	5	7.14%

Actionable Requests	70					
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Thames Centre, Municipality of – Storm Sewer, Drains, Streetl

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	103	88.03%				
B 6-10			5	4.27%		
D 16+					9	7.69%
Subtotal	103	88.03%	5	4.27%	9	7.69%

Actionable Requests	117					
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Thames Valley District Schoolboard

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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Thessalon, Town of

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

Actionable Requests	1					
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Thorold, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	259	94.87%				
B 6-10			14	5.13%		
Subtotal	259	94.87%	14	5.13%	0	

Actionable Requests	273					
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Thunder Bay, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	399	60.36%				
B 6-10			206	31.16%	3	0.45%
C 11-15			15	2.27%	1	0.15%
D 16+			3	0.45%	34	5.14%
Subtotal	399	60.36%	224	33.89%	38	5.75%

Actionable Requests	661					
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Thunder Bay, City of - Parks Property

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	122	96.83%				
B 6-10			3	2.38%		
C 11-15			1	0.79%		
Subtotal	122	96.83%	4	3.17%	0	

Actionable Requests	126					
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Tillsonburg Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	186	100.00%				

Member

Subtotal	186	100.00%	0		0	
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Actionable Requests	186
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Tillsonburg, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	164	100.00%				
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Subtotal	164	100.00%	0		0	
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Actionable Requests	164
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Timmins, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	100	100.00%				
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Subtotal	100	100.00%	0		0	
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Actionable Requests	100
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Timmins, City of - Traffic and Street Lights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	32	78.05%				
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C 11-15			1	2.44%		
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D 16+					8	19.51%
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Subtotal	32	78.05%	1	2.44%	8	19.51%
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Actionable Requests	41
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Tiny, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	102	92.73%				
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B 6-10			3	2.73%		
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C 11-15			2	1.82%		
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D 16+					3	2.73%
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Subtotal	102	92.73%	5	4.55%	3	2.73%
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Actionable Requests	110
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Toronto Community Housing

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					6	100.00%
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Member

Subtotal	0		0		6	100.00%
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Actionable Requests	6					
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Toronto East Health Network

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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Toronto Gas Extraction

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	2	50.00%				
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D 16+					2	50.00%
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Subtotal	2	50.00%	0		2	50.00%
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Actionable Requests	4					
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Toronto Hydro

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	8,470	91.95%				
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B 6-10			477	5.18%	8	0.09%
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C 11-15			118	1.28%	13	0.14%
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D 16+			55	0.60%	71	0.77%
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Subtotal	8470	91.95%	650	7.06%	92	1.00%
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Actionable Requests	9212					
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Toronto Metropolitan University

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	6	85.71%				
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B 6-10			1	14.29%		
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Subtotal	6	85.71%	1	14.29%	0	
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Actionable Requests	7					
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Toronto Transit Commission (TTC) - Communications

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	216	86.40%				
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B 6-10			10	4.00%		
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Member

C 11-15			1	0.40%		
D 16+			1	0.40%	22	8.80%
Subtotal	216	86.40%	12	4.80%	22	8.80%

Actionable Requests 250

Toronto Transit Commission (TTC) - Electrical Lines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	541	84.66%				
B 6-10			17	2.66%		
C 11-15			28	4.38%		
D 16+			21	3.29%	32	5.01%
Subtotal	541	84.66%	66	10.33%	32	5.01%

Actionable Requests 639

Toronto Transit Commission (TTC) - Rail Structures

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	535	99.81%				
D 16+					1	0.19%
Subtotal	535	99.81%	0		1	0.19%

Actionable Requests 536

Toronto, City of - BIA

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	158	70.85%				
B 6-10			5	2.24%		
C 11-15			1	0.45%		
D 16+			2	0.90%	57	25.56%
Subtotal	158	70.85%	8	3.59%	57	25.56%

Actionable Requests 223

Toronto, City of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,218	85.96%				
B 6-10			106	7.48%	1	0.07%
C 11-15			41	2.89%	8	0.56%

Member

D 16+			14	0.99%	29	2.05%
Subtotal	1218	85.96%	161	11.36%	38	2.68%
Actionable Requests	1417					

Toronto, City of - Water and Sewer

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		2,636	87.98%				
B 6-10				215	7.18%	1	0.03%
C 11-15				62	2.07%	23	0.77%
D 16+				25	0.83%	34	1.13%
Subtotal		2636	87.98%	302	10.08%	58	1.94%
Actionable Requests		2996					

Toronto, University of

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		46	79.31%				
B 6-10				12	20.69%		
Subtotal		46	79.31%	12	20.69%	0	
Actionable Requests		58					

Trans Canada Utilities for York Region Fibre

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		449	72.65%				
B 6-10				121	19.58%		
C 11-15				39	6.31%		
D 16+				5	0.81%	4	0.65%
Subtotal		449	72.65%	165	26.70%	4	0.65%
Actionable Requests		618					

TransCanada Pipelines - East

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	926	91.50%	
B 6-10		10	0.99%
C 11-15		9	0.89%
D 16+		3	0.30%
			63

Member

Subtotal	926	91.50%	22	2.17%	64	6.32%
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Actionable Requests	1012
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TransCanada Pipelines - North

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	55.36%				
B 6-10			2	3.57%		
C 11-15			3	5.36%		
D 16+			4	7.14%	16	28.57%
Subtotal	31	55.36%	9	16.07%	16	28.57%

Actionable Requests	56
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Trans-Northern Pipelines (TN01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	394	98.25%				
B 6-10			4	1.00%	2	0.50%
D 16+					1	0.25%
Subtotal	394	98.25%	4	1.00%	3	0.75%

Actionable Requests	401
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Trans-Northern Pipelines (TN02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	79	94.05%				
B 6-10			3	3.57%	1	1.19%
C 11-15			1	1.19%		
Subtotal	79	94.05%	4	4.76%	1	1.19%

Actionable Requests	84
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Trent Hills, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	66	90.41%				
B 6-10			7	9.59%		
Subtotal	66	90.41%	7	9.59%	0	

Actionable Requests	73
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Member

Trent Lakes, Municipality 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					

Trent University

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			2	20.00%		
D 16+			1	10.00%	7	70.00%
Subtotal	0		3	30.00%	7	70.00%
Actionable Requests	10					

Tribute Gas

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

Tuckersmith Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	366	96.32%				
C 11-15			1	0.26%		
D 16+					13	3.42%
Subtotal	366	96.32%	1	0.26%	13	3.42%
Actionable Requests	380					

Tweed, Municipality of

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

Member

University Health Network							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	A 0-5	9	90.00%				
	B 6-10			1	10.00%		
Subtotal		9	90.00%	1	10.00%	0	
Actionable Requests		10					
University Health Network - Princess Margaret							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	D 16+					2	100.00%
	Subtotal	0		0		2	100.00%
Actionable Requests		2					
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	
	A 0-5	12	29.27%				
	B 6-10			15	36.59%		
	D 16+					14	34.15%
Subtotal		12	29.27%	15	36.59%	14	34.15%
Actionable Requests		41					
University of Windsor							
Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
	D 16+					9	100.00%

Member

Subtotal	0		0		9	100.00%
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Actionable Requests	9					
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UpLink Communications Inc

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					
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Upper Canada District School Board

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

Actionable Requests	3					
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Uxbridge, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	14.29%				
B 6-10			17	10.56%		
C 11-15			1	0.62%		
D 16+			1	0.62%	119	73.91%
Subtotal	23	14.29%	19	11.80%	119	73.91%

Actionable Requests	161					
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Val Rita-Harty, 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					
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Vale Canada

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%
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Actionable Requests	12					
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Vaughan, City of (Street Lights)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	491	40.21%				
B 6-10			130	10.65%		
C 11-15			66	5.41%		
D 16+			75	6.14%	459	37.59%
Subtotal	491	40.21%	271	22.19%	459	37.59%

Actionable Requests	1221					
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Vaughan, City of (Traffic Signals)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	12	66.67%				
B 6-10			2	11.11%		
C 11-15			3	16.67%		
D 16+			1	5.56%		
Subtotal	12	66.67%	6	33.33%	0	

Actionable Requests	18					
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Vaughan, City of (Water, Sewer)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	567	100.00%				
Subtotal	567	100.00%	0		0	

Actionable Requests	567					
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Vianet (768812 Ontario Inc)

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	581	98.98%				
B 6-10			6	1.02%		
Subtotal	581	98.98%	6	1.02%	0	

Actionable Requests	587					
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Videotron Senc

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

A 0-5	185	55.72%				
B 6-10			25	7.53%		
C 11-15			7	2.11%		
D 16+			1	0.30%	114	34.34%
Subtotal	185	55.72%	33	9.94%	114	34.34%

Actionable Requests 332

Wainfleet Wind Power

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 4

Warwick, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					37	100.00%
Subtotal	0		0		37	100.00%

Actionable Requests 37

Wasaga Beach Distribution

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	215	99.54%				
D 16+			1	0.46%		
Subtotal	215	99.54%	1	0.46%	0	

Actionable Requests 216

Wasaga Beach, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	206	96.26%				
B 6-10			1	0.47%		
D 16+			3	1.40%	4	1.87%
Subtotal	206	96.26%	4	1.87%	4	1.87%

Actionable Requests 214

Wasdell Falls Power Line

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

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

Waste Connections of Canada

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

Waste Management Canada

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

Waterloo Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	88.57%				
B 6-10			3	8.57%		
D 16+					1	2.86%
Subtotal	31	88.57%	3	8.57%	1	2.86%
Actionable Requests	35					

Waterloo, City of

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		830	95.29%				
B 6-10				4	0.46%		
C 11-15				8	0.92%		
D 16+				2	0.23%	27	3.10%
Subtotal		830	95.29%	14	1.61%	27	3.10%
Actionable Requests		871					

Waterloo, Region of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	249	99.20%			

Member

B 6-10			1	0.40%		
D 16+					1	0.40%
Subtotal	249	99.20%	1	0.40%	1	0.40%

Actionable Requests 251

Waterloo, Region of - Rural Storm Sewers

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	44	67.69%				
B 6-10			10	15.38%		
C 11-15			4	6.15%		
D 16+			1	1.54%	6	9.23%
Subtotal	44	67.69%	15	23.08%	6	9.23%

Actionable Requests 65

Waterloo, Region of (North Dumfries Wellesley Water)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	207	79.62%				
B 6-10			31	11.92%		
C 11-15			12	4.62%		
D 16+			1	0.38%	9	3.46%
Subtotal	207	79.62%	44	16.92%	9	3.46%

Actionable Requests 260

Waterloo, University of

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

WaveDirect Telecommunications

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

Actionable Requests 8

Member

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

Welland Hydro							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	320	94.96%					
B 6-10			17	5.04%			
Subtotal	320	94.96%	17	5.04%	0		
Actionable Requests	337						

Welland, City of							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	514	93.45%					
B 6-10			34	6.18%			
C 11-15			1	0.18%			
D 16+					1	0.18%	
Subtotal	514	93.45%	35	6.36%	1	0.18%	
Actionable Requests	550						

Welland, City of - Streetlights							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	501	92.27%					
B 6-10			17	3.13%			
D 16+					25	4.60%	
Subtotal	501	92.27%	17	3.13%	25	4.60%	
Actionable Requests	543						

Wellesley, Township of							
Completed within	Compliant		Non-Compliant		Non-Compliant No Response		
A 0-5	102	78.46%					
B 6-10			27	20.77%			
D 16+					1	0.77%	

Member

Subtotal	102	78.46%	27	20.77%	1	0.77%
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Actionable Requests	130					
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Wellington North Power Inc

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	109	99.09%				
C 11-15			1	0.91%		
Subtotal	109	99.09%	1	0.91%	0	

Actionable Requests	110					
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Wellington North, Township Of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	101	100.00%				
Subtotal	101	100.00%	0		0	

Actionable Requests	101					
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Wellington, County of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	16	84.21%				
D 16+					3	15.79%
Subtotal	16	84.21%	0		3	15.79%

Actionable Requests	19					
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West Elgin, Municipality of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	41	89.13%				
B 6-10			1	2.17%		
C 11-15			1	2.17%		
D 16+					3	6.52%
Subtotal	41	89.13%	2	4.35%	3	6.52%

Actionable Requests	46					
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West Grey, Municipality of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
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A 0-5	43	76.79%				
D 16+					13	23.21%

Member

Subtotal	43	76.79%	0		13	23.21%
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Actionable Requests	56
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West Lincoln, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	41	100.00%				
Subtotal	41	100.00%	0		0	

Actionable Requests	41
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West Nipissing, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	45	93.75%				
B 6-10			1	2.08%		
D 16+					2	4.17%
Subtotal	45	93.75%	1	2.08%	2	4.17%

Actionable Requests	48
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West Perth, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	44	89.80%				
B 6-10			1	2.04%		
D 16+					4	8.16%
Subtotal	44	89.80%	1	2.04%	4	8.16%

Actionable Requests	49
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West Windsor Power

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

Actionable Requests	7
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Westario Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	128	37.32%				
B 6-10			93	27.11%		
C 11-15			45	13.12%		

Member

D 16+			26	7.58%	51	14.87%
Subtotal	128	37.32%	164	47.81%	51	14.87%

Actionable Requests 343

Westport, Village of

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

Actionable Requests 5

Whitby, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	204	50.37%	
C 11-15		1	0.25%
D 16+			200
Subtotal	204	50.37%	200

Actionable Requests 405

Whitchurch-Stouffville, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	435	73.85%	
B 6-10		141	23.94%
C 11-15		3	0.51%
D 16+		3	0.51%
Subtotal	435	73.85%	147

Actionable Requests 589

Whitewater Region, Township of

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

Actionable Requests 24

Wightman Telecom Fibre Ltd

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

A 0-5	1,337	87.79%				
B 6-10			113	7.42%		
C 11-15			35	2.30%		
D 16+			10	0.66%	28	1.84%
Subtotal	1337	87.79%	158	10.37%	28	1.84%
Actionable Requests	1523					

Wilfrid Laurier University

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

Wilmot, Township of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	59	95.16%			
D 16+				3	4.84%
Subtotal	59	95.16%	0	3	4.84%
Actionable Requests	62				

Windlectric Inc

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

Windsor Utilities Commission

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	291	91.80%			
B 6-10			25	7.89%	0.32%
Subtotal	291	91.80%	25	7.89%	0.32%
Actionable Requests	317				

Windsor, City of - Sewer

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	595	98.84%			

Member

B 6-10			7	1.16%		
Subtotal	595	98.84%	7	1.16%	0	
Actionable Requests	602					

Windsor, City of - Streetlights

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5		1,361	99.56%				
B 6-10				4	0.29%		
C 11-15				1	0.07%		
D 16+				1	0.07%		
Subtotal		1361	99.56%	6	0.44%	0	
Actionable Requests		1367					

Windsor, City of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	138	98.57%				
B 6-10			1	0.71%		
D 16+			1	0.71%		
Subtotal	138	98.57%	2	1.43%	0	
Actionable Requests	140					

Wingham & Listowel Hospitals

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

Wireless Farm Inc.

Completed within		Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	40.00%					
D 16+						3	60.00%
Subtotal		2	40.00%	0		3	60.00%
Actionable Requests		5					

Wollaston, 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					

Woodstock, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	463	91.50%				
B 6-10			32	6.32%		
C 11-15			3	0.59%		
D 16+			2	0.40%	6	1.19%
Subtotal	463	91.50%	37	7.31%	6	1.19%
Actionable Requests	506					

Woodstock, City of (Sanitary & Storm Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	430	90.34%				
B 6-10			32	6.72%		
C 11-15			3	0.63%		
D 16+			1	0.21%	10	2.10%
Subtotal	430	90.34%	36	7.56%	10	2.10%
Actionable Requests	476					

Woodstock, City of (Street lights)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	256	86.78%				
B 6-10			29	9.83%		
C 11-15			2	0.68%		
D 16+			2	0.68%	6	2.03%
Subtotal	256	86.78%	33	11.19%	6	2.03%
Actionable Requests	295					

Woolwich, township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	333	98.52%				
B 6-10			1	0.30%		

Member

C 11-15			4	1.18%		
Subtotal	333	98.52%	5	1.48%	0	
Actionable Requests	338					

WTC Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	56	69.14%				
B 6-10			9	11.11%		
C 11-15			2	2.47%		
D 16+			7	8.64%	7	8.64%
Subtotal	56	69.14%	18	22.22%	7	8.64%
Actionable Requests	81					

Xplore Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	225	72.12%				
B 6-10			15	4.81%		
C 11-15			4	1.28%		
D 16+			2	0.64%	66	21.15%
Subtotal	225	72.12%	21	6.73%	66	21.15%
Actionable Requests	312					

Xplore Inc - formerly Metroloop

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	601	99.01%				
B 6-10			3	0.49%		
D 16+					3	0.49%
Subtotal	601	99.01%	3	0.49%	3	0.49%
Actionable Requests	607					

Xstrata

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

Member

York, Region of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	561	99.82%				
D 16+					1	0.18%
Subtotal	561	99.82%	0		1	0.18%
Actionable Requests	562					

York, Region of (Traffic, St Lights, Storm Sewer, Culverts)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,037	69.60%				
B 6-10			363	24.36%		
C 11-15			64	4.30%		
D 16+			18	1.21%	8	0.54%
Subtotal	1037	69.60%	445	29.87%	8	0.54%
Actionable Requests	1490					

Zayo Canada Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,139	86.03%				
B 6-10			72	5.44%		
C 11-15			40	3.02%		
D 16+			8	0.60%	65	4.91%
Subtotal	1139	86.03%	120	9.06%	65	4.91%
Actionable Requests	1324					

Zayo Canada Inc (ZAYOON10)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	121	54.50%				
C 11-15			1	0.45%		
D 16+					100	45.05%
Subtotal	121	54.50%	1	0.45%	100	45.05%
Actionable Requests	222					

Zibi Community Utility LP

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

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

Actionable Requests 1

Zorra, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	103	100.00%				
Subtotal	103	100.00%	0		0	

Actionable Requests 103