



Locate Delivery Performance

Start Date

05/01/2023

End Date

5/31/2023

Subtotal

Compliant

401,063

Non-Compliant

52,033

Non-Compliant No Response

36,108

81.98%

10.64%

7.38%

Actionable Requests

489,204

Member

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B | 6-10

34

4.27%

C | 11-15

20

2.51%

D | 16+

12

1.51%

A | 0-5

208

26.13%

522

65.58%

Subtotal

208

26.13%

66

8.29%

522

65.58%

Actionable Requests

796

156 Columbia St Inc

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D | 16+

1

100.00%

Subtotal

0

0

1

100.00%

Actionable Requests

1

1682468 Corp

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B | 6-10

1

50.00%

D | 16+

1

50.00%

Subtotal

0

1

50.00%

1

50.00%

Actionable Requests

2

2390541 Ontario Inc.

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D | 16+

4

100.00%

Subtotal

0

0

4

100.00%

Actionable Requests

4

Member

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					

407 ETR Concession Company Limited

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	92	80.00%				
B 6-10			19	16.52%		
C 11-15			1	0.87%		
D 16+					3	2.61%
Subtotal	92	80.00%	20	17.39%	3	2.61%
Actionable Requests	115					

Acronym Solutions Formerly Hydro One Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			4	1.15%		
D 16+					14	4.02%
A 0-5	330	94.83%				
Subtotal	330	94.83%	4	1.15%	14	4.02%
Actionable Requests	348					

Adelaide Wind Limited Partnership

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

Adelaide-Metcalfe, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			6	15.38%		
D 16+			1	2.56%	32	82.05%
Subtotal	0		7	17.95%	32	82.05%
Actionable Requests	39					

Member

Adjala-Tosorontio, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	13	92.86%				
B 6-10			1	7.14%		
Subtotal	13	92.86%	1	7.14%	0	
Actionable Requests	14					

Admaston-Bromley, Township of

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

Agilis

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	84	58.74%				
B 6-10			3	2.10%		
D 16+					56	39.16%
Subtotal	84	58.74%	3	2.10%	56	39.16%
Actionable Requests	143					

AIM SOP Phase I LP

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

Air Liquide Canada

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

Air Products Canada

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

Member

Subtotal	15	100.00%	0		0	
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Actionable Requests	15
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Ajax, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			71	8.69%	15	1.84%
C 11-15			16	1.96%	14	1.71%
A 0-5	671	82.13%				
D 16+			5	0.61%	25	3.06%
Subtotal	671	82.13%	92	11.26%	54	6.61%

Actionable Requests	817
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Alectra Brampton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,598	99.01%				
B 6-10			15	0.93%		
C 11-15			1	0.06%		
Subtotal	1598	99.01%	16	0.99%	0	

Actionable Requests	1614
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Alectra Mississauga (Formerly Enersource)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	2,571	84.21%				
B 6-10			250	8.19%	26	0.85%
C 11-15			56	1.83%	30	0.98%
D 16+			38	1.24%	82	2.69%
Subtotal	2571	84.21%	344	11.27%	138	4.52%

Actionable Requests	3053
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Alectra Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	828	80.39%				
B 6-10			142	13.79%	4	0.39%
C 11-15			25	2.43%	7	0.68%
D 16+			6	0.58%	18	1.75%

Member

Subtotal	828	80.39%	173	16.80%	29	2.82%
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Actionable Requests	1030					
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Alectra Utilities - Hamilton Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			417	15.10%	20	0.72%
C 11-15			208	7.53%	6	0.22%
A 0-5	1,799	65.13%				
D 16+			131	4.74%	181	6.55%
Subtotal	1799	65.13%	756	27.37%	207	7.49%

Actionable Requests	2762					
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Alectra Utilities - St Catharines Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	900	94.24%				
B 6-10			40	4.19%		
C 11-15			4	0.42%		
D 16+			3	0.31%	8	0.84%
Subtotal	900	94.24%	47	4.92%	8	0.84%

Actionable Requests	955					
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Alectra Utilities (Formerly Powerstream)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			159	2.79%	8	0.14%
C 11-15			16	0.28%	5	0.09%
A 0-5	5,488	96.38%				
D 16+			2	0.04%	16	0.28%
Subtotal	5488	96.38%	177	3.11%	29	0.51%

Actionable Requests	5694					
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Alfred and Plantagenet, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	169	98.83%				
D 16+					2	1.17%

Member

Subtotal	169	98.83%	0		2	1.17%
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Actionable Requests	171					
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Algoma Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	126	96.92%				
B 6-10			2	1.54%		
D 16+			2	1.54%		
Subtotal	126	96.92%	4	3.08%	0	

Actionable Requests	130					
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Algonquin College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1	7.69%				
D 16+					10	76.92%
B 6-10			2	15.38%		
Subtotal	1	7.69%	2	15.38%	10	76.92%

Actionable Requests	13					
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Algonquin Fiber

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	6	15.00%				
D 16+					34	85.00%
Subtotal	6	15.00%	0		34	85.00%

Actionable Requests	40					
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Alpine Ski Club

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

Actionable Requests	9					
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Amaranth, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	14	87.50%				
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Member

D 16+					2	12.50%
Subtotal	14	87.50%	0		2	12.50%

Actionable Requests

16

Amherstburg, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	259	99.23%				
B 6-10			2	0.77%		
Subtotal	259	99.23%	2	0.77%	0	

Actionable Requests

261

Amherstburg, Town of (Traffic Signals)

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

Actionable Requests

5

Apotex

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

Actionable Requests

8

Arlanxeo Canada Inc

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

Actionable Requests

7

Armow Wind Ontario 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

Armstrong LSB

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

Armstrong, Township of

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

Arnprior, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	91	69.47%				
B 6-10			35	26.72%		
C 11-15			5	3.82%		
Subtotal	91	69.47%	40	30.53%	0	
Actionable Requests	131					

Arran-Elderslie, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	107	61.14%				
B 6-10			30	17.14%		
C 11-15			8	4.57%		
D 16+					30	17.14%
Subtotal	107	61.14%	38	21.71%	30	17.14%
Actionable Requests	175					

Ashfield-Colborne-Wawanosh, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	20.00%				
D 16+			2	13.33%	10	66.67%
Subtotal	3	20.00%	2	13.33%	10	66.67%
Actionable Requests	15					

Member

Asphodel-Norwood, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	16	80.00%				
B 6-10			1	5.00%		
D 16+					3	15.00%
Subtotal	16	80.00%	1	5.00%	3	15.00%
Actionable Requests	20					

Astrocom Cable

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

Athens, 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					

Atikokan Hydro

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

Atikokan, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	29	93.55%				
D 16+					2	6.45%
Subtotal	29	93.55%	0		2	6.45%
Actionable Requests	31					

Atlantic Power

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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Atura Power formerly TC Energy

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

Actionable Requests	4					
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Augusta, Township of

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

Actionable Requests	2					
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Aurora, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	216	78.83%				
B 6-10			35	12.77%		
C 11-15			6	2.19%		
D 16+					17	6.20%
Subtotal	216	78.83%	41	14.96%	17	6.20%

Actionable Requests	274					
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Avetria Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			5	11.63%		
C 11-15			5	11.63%		
A 0-5	6	13.95%				
D 16+			1	2.33%	26	60.47%
Subtotal	6	13.95%	11	25.58%	26	60.47%

Actionable Requests	43					
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Member

Aylmer Area Secondary Water Supply

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

Aylmer, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	49	90.74%				
D 16+					5	9.26%
Subtotal	49	90.74%	0		5	9.26%
Actionable Requests	54					

Bancroft, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	2.33%
A 0-5	39	90.70%				
B 6-10			3	6.98%		
Subtotal	39	90.70%	3	6.98%	1	2.33%
Actionable Requests	43					

Barrie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			6	0.44%	48	3.52%
C 11-15			6	0.44%	12	0.88%
A 0-5	1,259	92.23%				
B 6-10			29	2.12%	5	0.37%
Subtotal	1259	92.23%	41	3.00%	65	4.76%
Actionable Requests	1365					

Bayham, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	31	96.88%				
B 6-10			1	3.13%		

Member

Subtotal	31	96.88%	1	3.13%	0	
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Actionable Requests	32					
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Beanfield Technologies (Formerly Aptum)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			9	0.80%	97	8.58%
C 11-15			43	3.81%		
B 6-10			168	14.87%		
A 0-5	813	71.95%				
Subtotal	813	71.95%	220	19.47%	97	8.58%

Actionable Requests	1130					
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Beanfield Technologies Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			133	24.77%		
C 11-15			29	5.40%		
D 16+					20	3.72%
A 0-5	355	66.11%				
Subtotal	355	66.11%	162	30.17%	20	3.72%

Actionable Requests	537					
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Beischlag Farms Inc

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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Bell Aliant

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14,445	83.98%				
B 6-10			1259	7.32%	85	0.49%
C 11-15			533	3.10%	50	0.29%
D 16+			326	1.90%	503	2.92%
Subtotal	14445	83.98%	2118	12.31%	638	3.71%

Actionable Requests	17201					
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Member

Bell Canada (Southern & Central Ontario)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			981	1.23%	5035	6.31%
A 0-5	67,817	85.04%				
B 6-10			3747	4.70%	414	0.52%
C 11-15			1588	1.99%	167	0.21%
Subtotal	67817	85.04%	6316	7.92%	5616	7.04%
Actionable Requests	79749					

Belleville, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	398	100.00%				
Subtotal	398	100.00%	0		0	
Actionable Requests	398					

Billings, Township of

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

Birch Hill Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	100	88.50%				
B 6-10			7	6.19%		
C 11-15			2	1.77%		
D 16+			2	1.77%	2	1.77%
Subtotal	100	88.50%	11	9.73%	2	1.77%
Actionable Requests	113					

Blackriver-Matheson, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			7	33.33%		
C 11-15			3	14.29%		
A 0-5	10	47.62%				

Member

D 16+					1	4.76%
Subtotal	10	47.62%	10	47.62%	1	4.76%

Actionable Requests

21

Blandford-Blenheim, Township of

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

Actionable Requests

37

Blind River, Town of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	24	70.59%			
B 6-10			6	17.65%	
C 11-15			1	2.94%	
D 16+			3	8.82%	
Subtotal	24	70.59%	10	29.41%	0

Actionable Requests

34

Blue Mountain Resorts LP

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

Actionable Requests

11

Blue Mountain Village Association

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

Actionable Requests

2

Blue Mountains, The Town of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response	
A 0-5	289	100.00%			

Member

Subtotal	289	100.00%	0		0	
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Actionable Requests	289
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Bluewater Power

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	933	98.31%				
B 6-10			15	1.58%		
D 16+			1	0.11%		
Subtotal	933	98.31%	16	1.69%	0	

Actionable Requests	949
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Bluewater Regional Networks Fibre

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	39	90.70%				
B 6-10			3	6.98%		
D 16+			1	2.33%		
Subtotal	39	90.70%	4	9.30%	0	

Actionable Requests	43
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BlueWater Wind Farm - Varna (NEE)

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

Actionable Requests	6
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Bluewater, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	115	89.15%				
D 16+					14	10.85%
Subtotal	115	89.15%	0		14	10.85%

Actionable Requests	129
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Boem Berry Farms Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	3	75.00%				
C 11-15			1	25.00%		

Member

Subtotal	3	75.00%	1	25.00%	0	
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Actionable Requests	4
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Bonnechere Valley, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	35	87.50%				
D 16+			2	5.00%	2	5.00%
B 6-10			1	2.50%		
Subtotal	35	87.50%	3	7.50%	2	5.00%

Actionable Requests	40
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Boralex Wind Farm

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

Actionable Requests	12
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Bracebridge, Town 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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Bradford West Gwillimbury

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	350	99.15%				
B 6-10			2	0.57%	1	0.28%
Subtotal	350	99.15%	2	0.57%	1	0.28%

Actionable Requests	353
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Brampton, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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B 6-10			178	12.05%	7	0.47%
C 11-15			67	4.54%	2	0.14%
A 0-5	1,137	76.98%				
D 16+			37	2.51%	49	3.32%

Member

Subtotal	1137	76.98%	282	19.09%	58	3.93%
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Actionable Requests	1477
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Brampton, City of (Storm Sewer)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	143	66.20%				
B 6-10			28	12.96%	1	0.46%
C 11-15			15	6.94%	2	0.93%
D 16+			10	4.63%	17	7.87%
Subtotal	143	66.20%	53	24.54%	20	9.26%

Actionable Requests	216
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Brant County

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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C 11-15			11	4.01%		
B 6-10			28	10.22%		
A 0-5	225	82.12%				
D 16+			4	1.46%	6	2.19%
Subtotal	225	82.12%	43	15.69%	6	2.19%

Actionable Requests	274
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Brant, County of - Fibre

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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Brantford, City of - Sewer Water Storm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	159	47.46%				
B 6-10			114	34.03%	3	0.90%
C 11-15			24	7.16%		
D 16+			16	4.78%	19	5.67%
Subtotal	159	47.46%	154	45.97%	22	6.57%

Actionable Requests	335
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Member

Brantford, City of - Streetlights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	390	74.57%				
D 16+			2	0.38%	9	1.72%
B 6-10			101	19.31%	2	0.38%
C 11-15			19	3.63%		
Subtotal	390	74.57%	122	23.33%	11	2.10%
Actionable Requests	523					

Brantford, City of - Traffic Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	23	56.10%				
B 6-10			11	26.83%		
C 11-15			2	4.88%		
D 16+			2	4.88%	3	7.32%
Subtotal	23	56.10%	15	36.59%	3	7.32%
Actionable Requests	41					

Brighton, Municipality of (Public Works)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			76	17.35%		
D 16+			39	8.90%	220	50.23%
A 0-5	27	6.16%				
B 6-10			76	17.35%		
Subtotal	27	6.16%	191	43.61%	220	50.23%
Actionable Requests	438					

Brighton, Municipality of (Water & Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	26	7.58%				
B 6-10			47	13.70%		
C 11-15			68	19.83%		
D 16+			36	10.50%	166	48.40%

Member

Subtotal	26	7.58%	151	44.02%	166	48.40%
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Actionable Requests	343					
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Brock University

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					
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Brock, Township 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					
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Brockton, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	43	97.73%				
B 6-10			1	2.27%		
Subtotal	43	97.73%	1	2.27%	0	

Actionable Requests	44					
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Brockville, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			6	2.38%		
B 6-10			49	19.44%		
A 0-5	186	73.81%				
D 16+			2	0.79%	9	3.57%
Subtotal	186	73.81%	57	22.62%	9	3.57%

Actionable Requests	252					
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Brooke Alvinston

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	26	92.86%				

Member

D 16+					2	7.14%
Subtotal	26	92.86%	0		2	7.14%

Actionable Requests

28

Brooke Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	166	95.40%				
C 11-15			1	0.57%		
D 16+					7	4.02%
Subtotal	166	95.40%	1	0.57%	7	4.02%

Actionable Requests

174

Bruce County Transportation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	204	97.14%				
D 16+			6	2.86%		
Subtotal	204	97.14%	6	2.86%	0	

Actionable Requests

210

Bruce Mines, Town of

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

Actionable Requests

8

Bruce Street Technologies Limited

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	76.92%				
D 16+			1	7.69%	2	15.38%
Subtotal	10	76.92%	1	7.69%	2	15.38%

Actionable Requests

13

Bruce Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			39	8.50%	11	2.40%
D 16+			21	4.58%	64	13.94%

Member

B 6-10			92	20.04%	31	6.75%
A 0-5	201	43.79%				
Subtotal	201	43.79%	152	33.12%	106	23.09%

Actionable Requests 459

Burk's Falls, Village of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	14.29%
A 0-5	6	85.71%				
Subtotal	6	85.71%	0		1	14.29%

Actionable Requests 7

Burlington Hydro

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			30	1.62%	38	2.05%
A 0-5	1,639	88.31%				
B 6-10			72	3.88%	23	1.24%
C 11-15			54	2.91%		
Subtotal	1639	88.31%	156	8.41%	61	3.29%

Actionable Requests 1856

Burlington, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					1	0.08%
A 0-5	1,201	98.36%				
B 6-10			19	1.56%		
Subtotal	1201	98.36%	19	1.56%	1	0.08%

Actionable Requests 1221

Cable Cable

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					200	100.00%
Subtotal	0		0		200	100.00%

Actionable Requests 200

Member

Caledon, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	283	85.24%				
B 6-10			7	2.11%		
D 16+					42	12.65%
Subtotal	283	85.24%	7	2.11%	42	12.65%
Actionable Requests	332					

Callander, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	2.78%		
D 16+					9	25.00%
A 0-5	26	72.22%				
Subtotal	26	72.22%	1	2.78%	9	25.00%
Actionable Requests	36					

Cambridge, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			12	1.42%		
D 16+					3	0.36%
A 0-5	830	98.22%				
Subtotal	830	98.22%	12	1.42%	3	0.36%
Actionable Requests	845					

Cameron Petroleum

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

Campbellford Memorial Hospital

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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Canadian Niagara Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	975	96.06%				
B 6-10			37	3.65%		
C 11-15			3	0.30%		
Subtotal	975	96.06%	40	3.94%	0	

Actionable Requests	1015					
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Canadian Nuclear Laboratories

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					223	100.00%
Subtotal	0		0		223	100.00%

Actionable Requests	223					
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Carleton Place, Town of

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

Actionable Requests	213					
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Cascara Energy - Formerly Guelph Municipal Holdings

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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Casselman, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	72	97.30%				
B 6-10			2	2.70%		
Subtotal	72	97.30%	2	2.70%	0	

Actionable Requests	74					
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Member

Cavan Monaghan, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	5.88%		
D 16+					1	5.88%
A 0-5	15	88.24%				
Subtotal	15	88.24%	1	5.88%	1	5.88%
Actionable Requests	17					

Cedar Point II Wind Farm

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

Celerity Telecom Inc

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					

Centra Transmission Holdings Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	30	96.77%				
C 11-15			1	3.23%		
Subtotal	30	96.77%	1	3.23%	0	
Actionable Requests	31					

Central Elgin, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	203	93.12%				
B 6-10			14	6.42%		
C 11-15			1	0.46%		
Subtotal	203	93.12%	15	6.88%	0	
Actionable Requests	218					

Member

Central Frontenac Township

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

Central Huron, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	1.37%
B 6-10			4	5.48%		
A 0-5	68	93.15%				
Subtotal	68	93.15%	4	5.48%	1	1.37%
Actionable Requests	73					

Central Manitoulin, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	14.29%		
D 16+					1	14.29%
A 0-5	5	71.43%				
Subtotal	5	71.43%	1	14.29%	1	14.29%
Actionable Requests	7					

Centre Hastings, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	17	80.95%				
B 6-10			2	9.52%		
D 16+					2	9.52%
Subtotal	17	80.95%	2	9.52%	2	9.52%
Actionable Requests	21					

Centre Wellington Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	17	85.00%				
B 6-10			3	15.00%		

Member

Subtotal	17	85.00%	3	15.00%	0	
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Actionable Requests	20					
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Centre Wellington Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	184	100.00%				
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Subtotal	184	100.00%	0		0	
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Actionable Requests	184					
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Centre Wellington Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	229	77.63%				
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B 6-10			65	22.03%		
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D 16+					1	0.34%
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Subtotal	229	77.63%	65	22.03%	1	0.34%
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Actionable Requests	295					
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Century Link

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			3	0.50%		
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C 11-15			1	0.17%		
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A 0-5	579	96.98%				
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D 16+					14	2.35%
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Subtotal	579	96.98%	4	0.67%	14	2.35%
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Actionable Requests	597					
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Champion Pipeline Corp

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	3	75.00%				
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C 11-15			1	25.00%		
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Subtotal	3	75.00%	1	25.00%	0	
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Actionable Requests	4					
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Champlain, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	40	36.36%				
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Member

B 6-10			15	13.64%		
D 16+					55	50.00%
Subtotal	40	36.36%	15	13.64%	55	50.00%

Actionable Requests 110

Chapleau Public Utilities

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 10

Chapleau, Township 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

Chapple, 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

Charlton and Dack

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

Chatham Kent Health Alliance

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			1	100.00%		
Subtotal	0		1	100.00%	0	

Actionable Requests 1

Member

Chatham Kent PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.10%		
D 16+			7	0.71%	79	7.98%
B 6-10			57	5.76%		
A 0-5	846	85.45%				
Subtotal	846	85.45%	65	6.57%	79	7.98%
Actionable Requests	990					

Chatham Kent Ridgetown Division

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

Chatham Resources

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

Chatham-Kent Engineering and Transportation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					30	100.00%
Subtotal	0		0		30	100.00%
Actionable Requests	30					

Chatsworth, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	20.00%				
B 6-10			3	30.00%		
D 16+					5	50.00%
Subtotal	2	20.00%	3	30.00%	5	50.00%
Actionable Requests	10					

Member

Chippewas of Kettle & Stony Point

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

Chippewas of Rama

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	26.67%				
D 16+					11	73.33%
Subtotal	4	26.67%	0		11	73.33%
Actionable Requests	15					

Chrysler Canada

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

CIK Telecom Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			6	2.84%		
D 16+			2	0.95%	21	9.95%
B 6-10			21	9.95%		
A 0-5	161	76.30%				
Subtotal	161	76.30%	29	13.74%	21	9.95%
Actionable Requests	211					

CKPW Chatham Township Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			6	7.79%		
A 0-5	71	92.21%				
Subtotal	71	92.21%	6	7.79%	0	
Actionable Requests	77					

Member

CKPW Chatham Water Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	98	100.00%				
Subtotal	98	100.00%	0		0	
Actionable Requests	98					

CKPW Dover Township Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	28	90.32%				
B 6-10			3	9.68%		
Subtotal	28	90.32%	3	9.68%	0	
Actionable Requests	31					

CKPW Kent Centre Garage

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	67	97.10%				
D 16+					2	2.90%
Subtotal	67	97.10%	0		2	2.90%
Actionable Requests	69					

CKPW Raleigh Garage

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

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%		

Member

D 16+			2	4.35%		
Subtotal	42	91.30%	4	8.70%	0	

Actionable Requests

46

CKPW Wallaceburg Garage

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		2	5.26%
A 0-5	23	60.53%	
B 6-10		13	34.21%
Subtotal	23	60.53%	15

Actionable Requests

38

Clarence-Rockland, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	155	100.00%	
Subtotal	155	100.00%	0

Actionable Requests

155

Clarington, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		2	0.56%
D 16+			1
A 0-5	353	99.16%	0.28%
Subtotal	353	99.16%	2

Actionable Requests

356

Clearbeach Resources Inc

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

Actionable Requests

8

Clearford

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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Clearview, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	160	81.22%	
D 16+			10
B 6-10		26	13.20%
C 11-15		1	0.51%
Subtotal	160	81.22%	27

Actionable Requests	197
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Cobalt, Town of

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

Actionable Requests	8
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Cobourg, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+		1	0.29%
A 0-5	298	85.14%	20
B 6-10		31	8.86%
Subtotal	298	85.14%	32

Actionable Requests	350
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Cochrane Telecom Services

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			2
A 0-5	48	80.00%	
B 6-10		10	16.67%
Subtotal	48	80.00%	10

Actionable Requests	60
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Member

Cochrane, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	36	92.31%				
B 6-10			2	5.13%		
D 16+			1	2.56%		
Subtotal	36	92.31%	3	7.69%	0	
Actionable Requests	39					

Cogeco Connexion (CBT1)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,276	61.29%				
B 6-10			452	21.71%	22	1.06%
C 11-15			161	7.73%		
D 16+			77	3.70%	94	4.51%
Subtotal	1276	61.29%	690	33.14%	116	5.57%
Actionable Requests	2082					

Cogeco Connexion (COGOW01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	205	86.50%				
B 6-10			20	8.44%	1	0.42%
C 11-15			5	2.11%		
D 16+			3	1.27%	3	1.27%
Subtotal	205	86.50%	28	11.81%	4	1.69%
Actionable Requests	237					

Cogeco Connexion (CPVS1)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			80	3.51%	2	0.09%
C 11-15			4	0.18%		
A 0-5	2,038	89.50%				
D 16+			4	0.18%	149	6.54%
Subtotal	2038	89.50%	88	3.86%	151	6.63%
Actionable Requests	2277					

Member

Cogeco Connexion (CPVS2)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,146	71.49%				
B 6-10			185	11.54%	12	0.75%
C 11-15			77	4.80%	2	0.12%
D 16+			65	4.05%	116	7.24%
Subtotal	1146	71.49%	327	20.40%	130	8.11%
Actionable Requests	1603					

Cogeco Connexion (Eastern & Northern)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,937	96.07%				
B 6-10			72	2.36%	22	0.72%
C 11-15			13	0.43%	4	0.13%
D 16+			6	0.20%	3	0.10%
Subtotal	2937	96.07%	91	2.98%	29	0.95%
Actionable Requests	3057					

Cogeco Connexion (Windsor & Sarnia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,429	87.25%				
B 6-10			234	8.41%	4	0.14%
C 11-15			64	2.30%	4	0.14%
D 16+			24	0.86%	25	0.90%
Subtotal	2429	87.25%	322	11.57%	33	1.19%
Actionable Requests	2784					

Coleman, Township of

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

College Boreal

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

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

Actionable Requests 1

Collingwood Public Utilities

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	371	85.68%	
B 6-10		42	9.70%
D 16+			20
Subtotal	371	85.68%	42
			9.70%
			20
			4.62%

Actionable Requests 433

Comber Wind Farm

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

Actionable Requests 7

Communicate Freely

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	85	75.22%	
D 16+			28
Subtotal	85	75.22%	0
			28
			24.78%

Actionable Requests 113

Connect The Dots Fibre Communications Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	62	56.36%	
B 6-10		44	40.00%
D 16+			4
Subtotal	62	56.36%	44
			40.00%
			4
			3.64%

Actionable Requests 110

Cornwall Electric

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	683	99.13%	

Member

B 6-10			5	0.73%		
D 16+			1	0.15%		
Subtotal	683	99.13%	6	0.87%	0	

Actionable Requests 689

Cornwall, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	202	99.51%	
B 6-10		1	0.49%
Subtotal	202	99.51%	1
			0.49%
			0

Actionable Requests 203

Cornwall, City of (Water & Sewer)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			16
A 0-5	468	94.35%	
B 6-10		12	2.42%
Subtotal	468	94.35%	12
			2.42%
			16
			3.23%

Actionable Requests 496

Craigleith Ski Club

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

Actionable Requests 5

Cramahe Township - Colborne Water

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	18	62.07%	
B 6-10		6	20.69%
D 16+			5
Subtotal	18	62.07%	6
			20.69%
			5
			17.24%

Actionable Requests 29

Cramahe, Township of

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

D 16+					55	100.00%
Subtotal	0		0		55	100.00%

Actionable Requests

55

CTV

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

Actionable Requests

1

Dawn-Euphemia, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	65	91.55%	
B 6-10		1	1.41%
D 16+			5
Subtotal	65	91.55%	1

Actionable Requests

71

DBI Services

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

Actionable Requests

13

Deep River, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			35
A 0-5	2	5.41%	
Subtotal	2	5.41%	35

Actionable Requests

37

Deseronto, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			11
			100.00%

Member

Subtotal	0		0		11	100.00%
Actionable Requests	11					

Dofasco (ArcelorMittal)

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

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	7	100.00%				
Subtotal	7	100.00%	0		0	
Actionable Requests	7					

Dow Chemical Canada

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

Dowser Gas Company Ltd (Pipeline)

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

Dryden, City of

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

A 0-5	120	98.36%				
D 16+					2	1.64%
Subtotal	120	98.36%	0		2	1.64%

Actionable Requests 122

Dubreuilville, 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

Dufferin County

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	92	100.00%				
Subtotal	92	100.00%	0		0	

Actionable Requests 92

Dufferin Wind Power Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					26	100.00%
Subtotal	0		0		26	100.00%

Actionable Requests 26

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

D 16+					2	0.41%
B 6-10			1	0.21%		
A 0-5	482	99.38%				

Member

Subtotal	482	99.38%	1	0.21%	2	0.41%
Actionable Requests	485					

Durham, Region of (Water & Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			19	1.02%		
A 0-5	1,839	98.98%				
Subtotal	1839	98.98%	19	1.02%	0	
Actionable Requests	1858					

Dutton-Dunwich, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	70	98.59%				
B 6-10			1	1.41%		
Subtotal	70	98.59%	1	1.41%	0	
Actionable Requests	71					

Dysart et al, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			3	50.00%		
D 16+					3	50.00%
Subtotal	0		3	50.00%	3	50.00%
Actionable Requests	6					

E L K Energy Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	188	94.47%				
B 6-10			9	4.52%		
C 11-15			2	1.01%		
Subtotal	188	94.47%	11	5.53%	0	
Actionable Requests	199					

Ear Falls, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	62.50%				
D 16+					3	37.50%

Member

Subtotal	5	62.50%	0		3	37.50%
Actionable Requests	8					

East Garafraxa, Township of

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

East Gwillimbury, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					193	49.74%
A 0-5	189	48.71%				
B 6-10			6	1.55%		
Subtotal	189	48.71%	6	1.55%	193	49.74%
Actionable Requests	388					

East Hawkesbury, Township of

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

East Lake St Clair Wind Farm LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	81.82%				
B 6-10			2	18.18%		
Subtotal	9	81.82%	2	18.18%	0	
Actionable Requests	11					

East Zorra Tavistock, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	112	100.00%				
Subtotal	112	100.00%	0		0	
Actionable Requests	112					

Member

Eastern Ontario Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	88	98.88%				
B 6-10			1	1.12%		
Subtotal	88	98.88%	1	1.12%	0	
Actionable Requests	89					

Eastlink

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	0.02%	4	0.09%
C 11-15			1	0.02%		
A 0-5	287	6.80%				
D 16+			2	0.05%	3928	93.01%
Subtotal	287	6.80%	4	0.09%	3932	93.11%
Actionable Requests	4223					

ED Smith Foods

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

Edwardsburgh-Cardinal, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	20.00%
A 0-5	16	80.00%				
Subtotal	16	80.00%	0		4	20.00%
Actionable Requests	20					

EHtel Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	1.10%
C 11-15			2	1.10%		

Member

B 6-10			26	14.36%		
A 0-5	151	83.43%				
Subtotal	151	83.43%	28	15.47%	2	1.10%
Actionable Requests	181					

Ellexicon Energy Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2,746	90.03%				
B 6-10			192	6.30%	32	1.05%
C 11-15			38	1.25%	11	0.36%
D 16+			12	0.39%	19	0.62%
Subtotal	2746	90.03%	242	7.93%	62	2.03%
Actionable Requests	3050					

Elgin Area Primary Water Supply

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	17	85.00%				
B 6-10			1	5.00%		
D 16+					2	10.00%
Subtotal	17	85.00%	1	5.00%	2	10.00%
Actionable Requests	20					

Elgin, County of

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

Elliot Lake, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.80%		
D 16+					14	11.20%
A 0-5	108	86.40%				
B 6-10			2	1.60%		

Member

Subtotal	108	86.40%	3	2.40%	14	11.20%
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Actionable Requests	125					
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Emo, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	7	100.00%				
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Subtotal	7	100.00%	0		0	
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Actionable Requests	7					
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Enbridge Gas (Legacy Union Gas)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	31,654	81.58%				
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B 6-10			2959	7.63%	388	1.00%
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C 11-15			1061	2.73%	139	0.36%
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D 16+			254	0.65%	2344	6.04%
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Subtotal	31654	81.58%	4274	11.02%	2871	7.40%
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Actionable Requests	38799					
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Enbridge Gas Distribution

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	40,962	82.62%				
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D 16+			106	0.21%	6654	13.42%
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B 6-10			1385	2.79%	148	0.30%
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C 11-15			283	0.57%	40	0.08%
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Subtotal	40962	82.62%	1774	3.58%	6842	13.80%
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Actionable Requests	49578					
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Enbridge Gas Distribution - Vital Mains

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			3	0.25%	28	2.36%
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A 0-5	1,082	91.08%				
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B 6-10			52	4.38%	5	0.42%
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C 11-15			14	1.18%	4	0.34%
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Subtotal	1082	91.08%	69	5.81%	37	3.11%
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Actionable Requests	1188					
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Member

Enbridge Gas Distribution (Gas Storage)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	1.45%
A 0-5	67	97.10%				
B 6-10			1	1.45%		
Subtotal	67	97.10%	1	1.45%	1	1.45%
Actionable Requests	69					

Enbridge Gas Storage and Transmission (Legacy Union Gas)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	229	99.13%				
B 6-10					2	0.87%
Subtotal	229	99.13%	0		2	0.87%
Actionable Requests	231					

Enbridge NEB Mains

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	84	96.55%				
B 6-10			3	3.45%		
Subtotal	84	96.55%	3	3.45%	0	
Actionable Requests	87					

Enbridge Pipelines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			26	2.86%		
C 11-15			15	1.65%	1	0.11%
A 0-5	811	89.22%				
D 16+			13	1.43%	43	4.73%
Subtotal	811	89.22%	54	5.94%	44	4.84%
Actionable Requests	909					

Enbridge Wind Power

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

Member

Subtotal	1	50.00%	0		1	50.00%
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Actionable Requests	2					
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Englehart, Town of

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

Actionable Requests	19					
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Enniskillen, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	97	100.00%				
Subtotal	97	100.00%	0		0	

Actionable Requests	97					
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Enova Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,604	54.13%				
D 16+			51	1.72%	40	1.35%
B 6-10			993	33.51%		
C 11-15			270	9.11%	5	0.17%
Subtotal	1604	54.13%	1314	44.35%	45	1.52%

Actionable Requests	2963					
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Entegrus

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,022	90.84%				
B 6-10			69	6.13%	6	0.53%
C 11-15			10	0.89%	4	0.36%
D 16+			6	0.53%	8	0.71%
Subtotal	1022	90.84%	85	7.56%	18	1.60%

Actionable Requests	1125					
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Entegrus Powerlines Inc – St. Thomas

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

A 0-5	221	84.03%				
B 6-10			22	8.37%		
C 11-15			11	4.18%	1	0.38%
D 16+			4	1.52%	4	1.52%
Subtotal	221	84.03%	37	14.07%	5	1.90%

Actionable Requests

263

ENVI Networks Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	19	54.29%				
B 6-10			15	42.86%		
C 11-15			1	2.86%		
Subtotal	19	54.29%	16	45.71%	0	

Actionable Requests

35

Enwave Energy Corporation

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			2	0.72%		
D 16+					1	0.36%
A 0-5	227	81.65%				
B 6-10			43	15.47%	5	1.80%
Subtotal	227	81.65%	45	16.19%	6	2.16%

Actionable Requests

278

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	236	94.78%				
B 6-10			12	4.82%		
C 11-15			1	0.40%		

Member

Subtotal	236	94.78%	13	5.22%	0	
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Actionable Requests	249					
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Enwin Utilities - Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	202	91.40%				
B 6-10			19	8.60%		
Subtotal	202	91.40%	19	8.60%	0	

Actionable Requests	221					
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EPCOR Electricity Distribution Ontario Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	412	100.00%				
Subtotal	412	100.00%	0		0	

Actionable Requests	412					
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Epcor Natural Gas LP

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	786	78.36%				
B 6-10			77	7.68%	37	3.69%
C 11-15			36	3.59%	6	0.60%
D 16+			7	0.70%	54	5.38%
Subtotal	786	78.36%	120	11.96%	97	9.67%

Actionable Requests	1003					
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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					
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Erie Shores Wind Farm

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

Member

Subtotal	14	100.00%	0		0	
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Actionable Requests	14
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Erieau Wind Farm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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B 6-10		9	36.00%		
A 0-5	16	64.00%			
Subtotal	16	64.00%	9	36.00%	0

Actionable Requests	25
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Erin, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+				69	100.00%
Subtotal	0		0	69	100.00%

Actionable Requests	69
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ERTH Power Corporation

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	477	67.95%			
B 6-10			129	18.38%	2
C 11-15			32	4.56%	1
D 16+			6	0.85%	55
Subtotal	477	67.95%	167	23.79%	58

Actionable Requests	702
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Espanola Hydro

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

Actionable Requests	53
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Espanola, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	39	100.00%			
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Member

Subtotal	39	100.00%	0		0	
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Actionable Requests	39
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Essa, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			11	25.58%	4	9.30%
C 11-15			4	9.30%		
B 6-10			10	23.26%		
A 0-5	14	32.56%				
Subtotal	14	32.56%	25	58.14%	4	9.30%

Actionable Requests	43
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Essex County Highways

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			6	12.00%		
D 16+					2	4.00%
A 0-5	42	84.00%				
Subtotal	42	84.00%	6	12.00%	2	4.00%

Actionable Requests	50
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Essex Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	566	79.72%				
B 6-10			106	14.93%	1	0.14%
C 11-15			21	2.96%	3	0.42%
D 16+			5	0.70%	8	1.13%
Subtotal	566	79.72%	132	18.59%	12	1.69%

Actionable Requests	710
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Essex, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	42	36.52%				
B 6-10			66	57.39%		
D 16+					7	6.09%

Member

Subtotal	42	36.52%	66	57.39%	7	6.09%
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Actionable Requests	115					
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Execulink Telecom

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			111	11.49%	3	0.31%
D 16+			49	5.07%	53	5.49%
B 6-10			222	22.98%	3	0.31%
A 0-5	525	54.35%				
Subtotal	525	54.35%	382	39.54%	59	6.11%

Actionable Requests	966					
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Fanshawe College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	33.33%		
D 16+					1	33.33%
A 0-5	1	33.33%				
Subtotal	1	33.33%	1	33.33%	1	33.33%

Actionable Requests	3					
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Faraday Resources Group Inc formerly Taqa North LTD (TAQA)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	72.73%				
D 16+					3	27.27%
Subtotal	8	72.73%	0		3	27.27%

Actionable Requests	11					
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Faraday Resources Group Inc formerly Taqa North LTD (TAQA)

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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Fauquier-Strickland, Township of

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

Member

D 16+			2	25.00%		
Subtotal	6	75.00%	2	25.00%	0	
Actionable Requests	8					

Festival Hydro

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	619	98.72%				
B 6-10			8	1.28%		
Subtotal	619	98.72%	8	1.28%	0	
Actionable Requests	627					

FibreSpeed Inc

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

Ford Canada

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

Fort Erie, City of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	529	99.62%				
B 6-10			2	0.38%		
Subtotal	529	99.62%	2	0.38%	0	
Actionable Requests	531					

Fort Frances Power

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	57	66.28%				
D 16+			1	1.16%	28	32.56%

Member

Subtotal	57	66.28%	1	1.16%	28	32.56%
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Actionable Requests	86					
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Fort Frances, The Town of

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

Actionable Requests	91					
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French River, Municipality of

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

Actionable Requests	2					
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FU Fiber Inc

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

Actionable Requests	2					
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Gananoque, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	8	10.81%				
B 6-10			27	36.49%		
C 11-15			30	40.54%		
D 16+			8	10.81%	1	1.35%
Subtotal	8	10.81%	65	87.84%	1	1.35%

Actionable Requests	74					
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GBTEL Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	73	100.00%				
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Member

Subtotal	73	100.00%	0		0	
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Actionable Requests	73
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GEL Explorations

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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Georgian Bay, Township of

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

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	10	25.64%				
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D 16+					29	74.36%
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Subtotal	10	25.64%	0		29	74.36%
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Actionable Requests	39
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Georgian College

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

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

Georgina, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	258	86.58%				
B 6-10			26	8.72%		
C 11-15			5	1.68%		
D 16+					9	3.02%
Subtotal	258	86.58%	31	10.40%	9	3.02%
Actionable Requests	298					

Glenfred Gas Wells

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

Goderich, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	147	91.88%				
B 6-10			1	0.63%		
D 16+					12	7.50%
Subtotal	147	91.88%	1	0.63%	12	7.50%
Actionable Requests	160					

Gogama LSB

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

Gore Bay, Town of

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

Member

Gosfield North Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			6	3.80%	16	10.13%
A 0-5	108	68.35%				
B 6-10			25	15.82%		
C 11-15			3	1.90%		
Subtotal	108	68.35%	34	21.52%	16	10.13%
Actionable Requests	158					

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	11	100.00%				
Subtotal	11	100.00%	0		0	
Actionable Requests	11					

Grand Bend Wind LP

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

Grand Renewable Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	43.75%				
B 6-10			8	50.00%		
C 11-15			1	6.25%		
Subtotal	7	43.75%	9	56.25%	0	
Actionable Requests	16					

Member

Grand River Hospital Corp. - KW Campus and Freeport Campus

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

Grand Valley Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14	18.67%				
D 16+					61	81.33%
Subtotal	14	18.67%	0		61	81.33%
Actionable Requests	75					

Grand Valley, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			115	51.57%		
D 16+					7	3.14%
A 0-5	101	45.29%				
Subtotal	101	45.29%	115	51.57%	7	3.14%
Actionable Requests	223					

GrandBridge Energy (Legacy Brantford Power)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,015	94.51%				
B 6-10			59	5.49%		
Subtotal	1015	94.51%	59	5.49%	0	
Actionable Requests	1074					

GrandBridge Energy (Legacy Energy Plus)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			59	3.79%		
A 0-5	237	15.22%				
B 6-10			657	42.20%		
C 11-15			604	38.79%		

Member

Subtotal	237	15.22%	1320	84.78%	0	
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Actionable Requests	1557
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Gravenhurst, Town of (SL)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	126	100.00%				
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Subtotal	126	100.00%	0		0	
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Actionable Requests	126
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Gravenhurst, Town of (SS)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	125	99.21%				
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D 16+					1	0.79%
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Subtotal	125	99.21%	0		1	0.79%
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Actionable Requests	126
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Greater Essex County District School Board

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	1	33.33%				
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C 11-15			1	33.33%		
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D 16+					1	33.33%
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Subtotal	1	33.33%	1	33.33%	1	33.33%
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Actionable Requests	3
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Greater Essex County District School Board - Facility

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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Greater Madawaska, Township of

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

Greater Napanee, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	101	81.45%				
B 6-10			21	16.94%		
D 16+					2	1.61%
Subtotal	101	81.45%	21	16.94%	2	1.61%
Actionable Requests	124					

Greater Sudbury Hydro (SH01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	0.11%		
B 6-10			1	0.11%		
A 0-5	922	99.57%				
D 16+			1	0.11%	1	0.11%
Subtotal	922	99.57%	3	0.32%	1	0.11%
Actionable Requests	926					

Greater Sudbury Hydro Inc. - Sturgeon Falls Cache Bay

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	72	100.00%				
Subtotal	72	100.00%	0		0	
Actionable Requests	72					

Greater Sudbury Hydro Plus Inc. - Street Lights - Sudbury

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	722	99.59%				
B 6-10			3	0.41%		
Subtotal	722	99.59%	3	0.41%	0	
Actionable Requests	725					

Greater Sudbury Hydro Plus Inc. - Street Lights West Nipissin

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

Member

Greater Sudbury, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,754	96.69%				
B 6-10			52	2.87%		
D 16+					8	0.44%
Subtotal	1754	96.69%	52	2.87%	8	0.44%
Actionable Requests	1814					

Greater Toronto Airports Authority

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	33.33%				
B 6-10			4	26.67%		
C 11-15			4	26.67%		
D 16+			2	13.33%		
Subtotal	5	33.33%	10	66.67%	0	
Actionable Requests	15					

Greenfield Energy

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

Greenfield South Power Corporation

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					

Greenstone, Municipality of

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

Member

Grey County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	15	75.00%				
B 6-10			4	20.00%	1	5.00%
Subtotal	15	75.00%	4	20.00%	1	5.00%
Actionable Requests	20					

Grey Highlands, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	68	87.18%				
B 6-10			8	10.26%		
C 11-15			2	2.56%		
Subtotal	68	87.18%	10	12.82%	0	
Actionable Requests	78					

Grimsby Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	289	98.30%				
B 6-10			5	1.70%		
Subtotal	289	98.30%	5	1.70%	0	
Actionable Requests	294					

Grimsby, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			39	15.12%		
A 0-5	219	84.88%				
Subtotal	219	84.88%	39	15.12%	0	
Actionable Requests	258					

Guelph, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,177	98.58%				
B 6-10			17	1.42%		
Subtotal	1177	98.58%	17	1.42%	0	
Actionable Requests	1194					

Member

Guelph, University of

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

Guelph-Eramosa Township

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

Haldimand, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	267	64.81%				
B 6-10			2	0.49%		
C 11-15			1	0.24%		
D 16+					142	34.47%
Subtotal	267	64.81%	3	0.73%	142	34.47%
Actionable Requests	412					

Haliburton, County of

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

Halton Hills Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	469	100.00%				
Subtotal	469	100.00%	0		0	
Actionable Requests	469					

Member

Halton Hills, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			2	1.75%	21	18.42%
A 0-5	89	78.07%				
C 11-15			2	1.75%		
Subtotal	89	78.07%	4	3.51%	21	18.42%
Actionable Requests	114					

Halton Region - Burlington

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	48	53.33%				
B 6-10			25	27.78%		
C 11-15			9	10.00%		
D 16+			8	8.89%		
Subtotal	48	53.33%	42	46.67%	0	
Actionable Requests	90					

Halton Region - Halton Hills - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	16.67%				
D 16+					2	8.33%
B 6-10			11	45.83%		
C 11-15			7	29.17%		
Subtotal	4	16.67%	18	75.00%	2	8.33%
Actionable Requests	24					

Halton Region - Milton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	77	70.00%				
B 6-10			25	22.73%		
C 11-15			8	7.27%		
Subtotal	77	70.00%	33	30.00%	0	
Actionable Requests	110					

Member

Halton Region - Oakville

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	42.74%				
B 6-10			31	26.50%		
C 11-15			20	17.09%		
D 16+			6	5.13%	10	8.55%
Subtotal	50	42.74%	57	48.72%	10	8.55%
Actionable Requests	117					

Halton Region Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			8	0.82%	10	1.02%
A 0-5	874	89.18%				
B 6-10			70	7.14%		
C 11-15			18	1.84%		
Subtotal	874	89.18%	96	9.80%	10	1.02%
Actionable Requests	980					

Halton, Region of - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	25.00%
C 11-15			3	25.00%		
B 6-10			3	25.00%		
A 0-5	3	25.00%				
Subtotal	3	25.00%	6	50.00%	3	25.00%
Actionable Requests	12					

Halton, Region of - MTO - Burlington Milton

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	4	44.44%				
B 6-10			2	22.22%		
C 11-15			1	11.11%		
D 16+			2	22.22%		

Member

Subtotal	4	44.44%	5	55.56%	0	
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Actionable Requests	9					
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Halton, Region of - MTO - Oakville Halton Hills

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

Actionable Requests	3					
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Halton, Region of - Storm Sewer - Halton Hills

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

Actionable Requests	19					
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Hamilton - P & C ROW

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	253	69.70%				
B 6-10			4	1.10%		
C 11-15			7	1.93%		
D 16+			9	2.48%	90	24.79%
Subtotal	253	69.70%	20	5.51%	90	24.79%

Actionable Requests	363					
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Hamilton Community Energy

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

Actionable Requests	9					
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Hamilton Health Sciences

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

Member

Subtotal	4	44.44%	5	55.56%	0	
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Actionable Requests	9					
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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	2,384	100.00%				
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Subtotal	2384	100.00%	0		0	
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Actionable Requests	2384					
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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	328	96.47%				
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B 6-10			10	2.94%		
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D 16+					2	0.59%
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Subtotal	328	96.47%	10	2.94%	2	0.59%
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Actionable Requests	340					
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Hamilton, City of (Water)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,902	63.17%				
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B 6-10			534	17.73%	14	0.46%
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C 11-15			228	7.57%	7	0.23%
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D 16+			126	4.18%	200	6.64%
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Subtotal	1902	63.17%	888	29.49%	221	7.34%
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Actionable Requests	3011					
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Hamilton, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	167	94.89%				
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B 6-10			9	5.11%		
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Subtotal	167	94.89%	9	5.11%	0	
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Actionable Requests	176					
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Hanover, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					1	1.92%
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Member

A 0-5	50	96.15%				
B 6-10			1	1.92%		
Subtotal	50	96.15%	1	1.92%	1	1.92%

Actionable Requests 52

Havelock-Belmont-Methuen, Township of

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

Actionable Requests 13

Hawkesbury, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	118	79.73%	
B 6-10		28	18.92%
D 16+		1	0.68%
Subtotal	118	79.73%	29

Actionable Requests 148

Hay Communications

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	261	72.91%	
B 6-10		68	18.99%
C 11-15		4	1.12%
D 16+		2	0.56%
Subtotal	261	72.91%	74

Actionable Requests 358

HCE Telecom

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	34	35.05%	
B 6-10		29	29.90%
C 11-15		19	19.59%
D 16+		8	8.25%

Member

Subtotal	34	35.05%	56	57.73%	7	7.22%
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Actionable Requests	97					
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Hearst Connect Corporation

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

Actionable Requests	11					
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Hearst Power

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

Actionable Requests	55					
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Hearst, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	38	88.37%				
B 6-10			5	11.63%		
Subtotal	38	88.37%	5	11.63%	0	

Actionable Requests	43					
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Highbury Canco Corp

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

Actionable Requests	14					
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Highlands East, Municipality of

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

Hilton Beach, Village of

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

Hiram Walker & Sons

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

Home Hardware Stores Ltd

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

Hornepayne, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	22.22%
A 0-5	7	77.78%				
Subtotal	7	77.78%	0		2	22.22%
Actionable Requests	9					

Horton, Township of

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

Howick, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					38	55.07%
A 0-5	28	40.58%				

Member

B 6-10			3	4.35%		
Subtotal	28	40.58%	3	4.35%	38	55.07%
Actionable Requests	69					

Humber College

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

Huntsville, Town of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	23	74.19%				
D 16+					8	25.81%
Subtotal	23	74.19%	0		8	25.81%
Actionable Requests	31					

Huron East, Municipality of

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	61	100.00%				
Subtotal	61	100.00%	0		0	
Actionable Requests	61					

Huron Perth Healthcare Alliance

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

Huron Shores, Municipality of

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

Member

Huron, County of (Auburn)

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

Huron, County of (Traffic Signals)

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

Huron, County of (Wroxeter)

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

Huron, County of (Zurich)

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

Huron-Kinloss, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	73	85.88%				
B 6-10			8	9.41%		
D 16+			1	1.18%	3	3.53%
Subtotal	73	85.88%	9	10.59%	3	3.53%
Actionable Requests	85					

Hurontel

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			11	1.50%		
D 16+					35	4.79%

Member

A 0-5	549	75.10%				
B 6-10			136	18.60%		
Subtotal	549	75.10%	147	20.11%	35	4.79%
Actionable Requests	731					

Hydro 2000

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	11.11%		
A 0-5	8	88.89%				
Subtotal	8	88.89%	1	11.11%	0	
Actionable Requests	9					

Hydro Embrun

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					11	15.49%
A 0-5	49	69.01%				
B 6-10			10	14.08%		
C 11-15			1	1.41%		
Subtotal	49	69.01%	11	15.49%	11	15.49%
Actionable Requests	71					

Hydro Hawkesbury

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					3	4.05%
C 11-15			1	1.35%		
A 0-5	67	90.54%				
B 6-10			3	4.05%		
Subtotal	67	90.54%	4	5.41%	3	4.05%
Actionable Requests	74					

Hydro One Networks Inc - Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					8	16.33%
A 0-5	38	77.55%				
B 6-10			3	6.12%		

Member

Subtotal	38	77.55%	3	6.12%	8	16.33%
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Actionable Requests	49					
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Hydro One Networks Inc (Distribution)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			658	2.24%	1138	3.88%
C 11-15			1294	4.41%	90	0.31%
B 6-10			4077	13.91%	210	0.72%
A 0-5	21,852	74.53%				
Subtotal	21852	74.53%	6029	20.56%	1438	4.90%

Actionable Requests	29319					
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Hydro One Networks Inc (Haldimand)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	839	64.89%				
B 6-10			88	6.81%	2	0.15%
C 11-15			18	1.39%		
D 16+			8	0.62%	338	26.14%
Subtotal	839	64.89%	114	8.82%	340	26.30%

Actionable Requests	1293					
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Hydro One Networks Inc (Norfolk)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	95	22.89%				
B 6-10			121	29.16%	5	1.20%
C 11-15			91	21.93%	1	0.24%
D 16+			46	11.08%	56	13.49%
Subtotal	95	22.89%	258	62.17%	62	14.94%

Actionable Requests	415					
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Hydro One Networks Inc (Orillia)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			17	7.62%	6	2.69%
A 0-5	68	30.49%				
B 6-10			85	38.12%	2	0.90%

Member

C 11-15			45	20.18%		
Subtotal	68	30.49%	147	65.92%	8	3.59%

Actionable Requests

223

Hydro One Networks Inc (Peterborough)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		1	0.13%
A 0-5	707	95.41%	
B 6-10		33	4.45%
Subtotal	707	95.41%	34
		4.59%	0

Actionable Requests

741

Hydro One Networks Inc (Transmission)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	839	90.41%	
B 6-10		8	0.86%
C 11-15		3	0.32%
D 16+		1	0.11%
Subtotal	839	90.41%	12
		1.29%	77
			8.30%

Actionable Requests

928

Hydro One Networks Inc (Woodstock)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	236	64.66%	
B 6-10		87	23.84%
C 11-15		21	5.75%
D 16+		11	3.01%
Subtotal	236	64.66%	119
		32.60%	10
			2.74%

Actionable Requests

365

Hydro One Remote Communities Inc

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

Actionable Requests

13

Member

Hydro Ottawa

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			31	0.42%	2	0.03%
D 16+			15	0.21%	31	0.42%
A 0-5	6,887	94.34%				
B 6-10			310	4.25%	24	0.33%
Subtotal	6887	94.34%	356	4.88%	57	0.78%
Actionable Requests	7300					

Ignace, Township of

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

Imperial Oil Pipelines (I002)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	206	69.36%				
B 6-10			11	3.70%		
C 11-15			4	1.35%		
D 16+			8	2.69%	68	22.90%
Subtotal	206	69.36%	23	7.74%	68	22.90%
Actionable Requests	297					

Imperial Oil Pipelines (I003)

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

Imperial Oil Pipelines (I004)

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

Imperial Oil Refinery and Chemicals (IM02)

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

Index Energy Ajax Corporation

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

Ingersoll, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	124	100.00%				
Subtotal	124	100.00%	0		0	
Actionable Requests	124					

InnPower

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	0.35%
A 0-5	562	99.29%				
C 11-15			2	0.35%		
Subtotal	562	99.29%	2	0.35%	2	0.35%
Actionable Requests	566					

InnServices Utilities Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			2	0.49%		
A 0-5	403	99.51%				
Subtotal	403	99.51%	2	0.49%	0	
Actionable Requests	405					

Integrated Gas Recovery Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	50.00%				

Member

D 16+					2	50.00%
Subtotal	2	50.00%	0		2	50.00%

Actionable Requests

4

Internet Access Solutions Ltd

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

Actionable Requests

71

Iroquois Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			11	18.33%		
D 16+			4	6.67%	9	15.00%
B 6-10			8	13.33%		
A 0-5	28	46.67%				
Subtotal	28	46.67%	23	38.33%	9	15.00%

Actionable Requests

60

James, 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

Johnson, 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

K2 Wind Farm Ontario

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

Member

Subtotal	6	85.71%	1	14.29%	0	
Actionable Requests	7					

Kap Power Corp

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

Kapuskasing, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			8	6.56%		
D 16+					45	36.89%
A 0-5	69	56.56%				
Subtotal	69	56.56%	8	6.56%	45	36.89%
Actionable Requests	122					

Kawartha Lakes, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	392	91.59%				
B 6-10			34	7.94%		
C 11-15			2	0.47%		
Subtotal	392	91.59%	36	8.41%	0	
Actionable Requests	428					

Kawartha Pine Ridge District Schoolboard

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14	87.50%				
D 16+					2	12.50%
Subtotal	14	87.50%	0		2	12.50%
Actionable Requests	16					

Kenora, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	141	89.24%				
B 6-10			13	8.23%		

Member

C 11-15			1	0.63%		
D 16+					3	1.90%
Subtotal	141	89.24%	14	8.86%	3	1.90%

Actionable Requests 158

Killaloe, Hagarty & Richards, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	16	94.12%	
B 6-10		1	5.88%
Subtotal	16	94.12%	1

Actionable Requests 17

Killarney, Municipality of

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

Actionable Requests 3

Kincardine, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	128	100.00%	
Subtotal	128	100.00%	0

Actionable Requests 128

Kinder Morgan Pipeline

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

Actionable Requests 6

King, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		3	0.85%
D 16+			1
A 0-5	351	98.87%	

Member

Subtotal	351	98.87%	3	0.85%	1	0.28%
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Actionable Requests	355					
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Kings University College

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					19	100.00%
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Subtotal	0		0		19	100.00%
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Actionable Requests	19					
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Kingsbridge Wind Farm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			2	100.00%		
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Subtotal	0		2	100.00%	0	
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Actionable Requests	2					
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Kingston General Hospital

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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Kingston, City of (Utilities Kingston)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	893	85.45%				
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D 16+			1	0.10%	12	1.15%
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B 6-10			133	12.73%		
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C 11-15			6	0.57%		
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Subtotal	893	85.45%	140	13.40%	12	1.15%
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Actionable Requests	1045					
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Kingsville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			34	13.71%	10	4.03%
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A 0-5	110	44.35%				
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B 6-10			67	27.02%		
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C 11-15			27	10.89%		
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Member

Subtotal	110	44.35%	128	51.61%	10	4.03%
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Actionable Requests	248					
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Kirkland Lake, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					4	6.67%
A 0-5	48	80.00%				
B 6-10			8	13.33%		
Subtotal	48	80.00%	8	13.33%	4	6.67%

Actionable Requests	60					
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Kitchener Utilities

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,629	99.63%				
B 6-10			4	0.24%		
C 11-15			1	0.06%		
D 16+					1	0.06%
Subtotal	1629	99.63%	5	0.31%	1	0.06%

Actionable Requests	1635					
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Kitchener Utilities - Gas and Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			4	1.03%		
A 0-5	385	98.97%				
Subtotal	385	98.97%	4	1.03%	0	

Actionable Requests	389					
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Kitchener, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			37	3.51%	92	8.72%
C 11-15			141	13.36%		
A 0-5	138	13.08%				
B 6-10			647	61.33%		
Subtotal	138	13.08%	825	78.20%	92	8.72%

Actionable Requests	1055					
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Member

Kruger Energy

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					

KWIC Internet

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	31.58%				
D 16+					1	5.26%
B 6-10			7	36.84%		
C 11-15			5	26.32%		
Subtotal	6	31.58%	12	63.16%	1	5.26%
Actionable Requests	19					

Lagasco Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	41	83.67%				
B 6-10			6	12.24%		
D 16+			1	2.04%	1	2.04%
Subtotal	41	83.67%	7	14.29%	1	2.04%
Actionable Requests	49					

Lagasco Limited

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

Lake Huron Primary Water Supply System

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	62.07%				
B 6-10			3	10.34%		
D 16+					8	27.59%

Member

Subtotal	18	62.07%	3	10.34%	8	27.59%
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Actionable Requests 29

Lake of Bays, 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

Lakefront Utilities

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			1	0.28%		
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A 0-5	356	98.61%				
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B 6-10			3	0.83%		
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C 11-15			1	0.28%		
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Subtotal	356	98.61%	5	1.39%	0	
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Actionable Requests 361

Lakefront Utilities - Grafton Water

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Lakefront Utilities - Town of Cobourg Water

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			3	0.86%		
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C 11-15			1	0.29%		
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D 16+			1	0.29%		
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A 0-5	344	98.57%				
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Subtotal	344	98.57%	5	1.43%	0	
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Actionable Requests 349

Lakeland Networks

Completed within Compliant Non-Compliant Non-Compliant No Response

C 11-15			22	9.24%	3	1.26%
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Member

D 16+			2	0.84%	4	1.68%
B 6-10			43	18.07%	5	2.10%
A 0-5	159	66.81%				
Subtotal	159	66.81%	67	28.15%	12	5.04%

Actionable Requests

238

Lakeland Power

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B 6-10			37	12.85%	8	2.78%
C 11-15			6	2.08%		
D 16+			1	0.35%		
A 0-5	236	81.94%				
Subtotal	236	81.94%	44	15.28%	8	2.78%

Actionable Requests

288

Lakeshore, Municipality of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	268	98.17%				
D 16+					5	1.83%
Subtotal	268	98.17%	0		5	1.83%

Actionable Requests

273

Lakeview Water System

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	7	87.50%				
B 6-10			1	12.50%		
Subtotal	7	87.50%	1	12.50%	0	

Actionable Requests

8

Lambton Area Water Supply System

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	139	98.58%				
D 16+					2	1.42%
Subtotal	139	98.58%	0		2	1.42%

Actionable Requests

141

Member

Lambton County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	7	58.33%				
B 6-10			2	16.67%	1	8.33%
C 11-15			2	16.67%		
Subtotal	7	58.33%	4	33.33%	1	8.33%
Actionable Requests	12					

Lambton Shores, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			52	26.13%		
C 11-15			15	7.54%		
A 0-5	130	65.33%				
D 16+					2	1.01%
Subtotal	130	65.33%	67	33.67%	2	1.01%
Actionable Requests	199					

LamSar for SXL (Sunoco Logistics)

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

Lanark Highlands, 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					

Lanark, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	9	75.00%				
B 6-10			3	25.00%		
Subtotal	9	75.00%	3	25.00%	0	
Actionable Requests	12					

Member

Lansdowne Rural Telephone

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

Lanxess Canada

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	7.14%
B 6-10			6	42.86%		
A 0-5	7	50.00%				
Subtotal	7	50.00%	6	42.86%	1	7.14%
Actionable Requests	14					

Larder Lake, 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					

LaSalle, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	151	79.47%				
B 6-10			37	19.47%		
C 11-15			2	1.05%		
Subtotal	151	79.47%	39	20.53%	0	
Actionable Requests	190					

Laurentian Hills, Town of

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

Laurentian University

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

A 0-5	1	50.00%				
D 16+					1	50.00%
Subtotal	1	50.00%	0		1	50.00%

Actionable Requests 2

Laurentian Valley, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	50	100.00%				
Subtotal	50	100.00%	0		0	

Actionable Requests 50

Leamington Area Drip Irrigation

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	23	92.00%				
C 11-15			1	4.00%		
D 16+					1	4.00%
Subtotal	23	92.00%	1	4.00%	1	4.00%

Actionable Requests 25

Leamington District Memorial Hospital

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 1

Leamington Sewer and Traffic

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	247	81.79%				
B 6-10			17	5.63%		
D 16+			35	11.59%	3	0.99%
Subtotal	247	81.79%	52	17.22%	3	0.99%

Actionable Requests 302

Leamington Water Services

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	221	85.33%				
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Member

B 6-10			4	1.54%		
C 11-15			19	7.34%		
D 16+			1	0.39%	14	5.41%
Subtotal	221	85.33%	24	9.27%	14	5.41%

Actionable Requests

259

Leeds & Grenville, United Counties of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	66	94.29%				
B 6-10			4	5.71%		
Subtotal	66	94.29%	4	5.71%	0	

Actionable Requests

70

Leeds & Thousand Islands, 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

Lennox and Addington, County of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+					50	100.00%
Subtotal	0		0		50	100.00%

Actionable Requests

50

Levant Exploration and production Corp

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

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

Actionable Requests

1

Lincoln, Town of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	1,139	99.56%				
B 6-10			5	0.44%		

Member

Subtotal	1139	99.56%	5	0.44%	0	
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Actionable Requests	1144
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Linde - Mississauga

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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Linde Canada Inc

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

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					2	14.29%
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A 0-5	12	85.71%				
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Subtotal	12	85.71%	0		2	14.29%
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Actionable Requests	14
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London District Energy

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	81	92.05%				
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B 6-10			5	5.68%		
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C 11-15			2	2.27%		
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Subtotal	81	92.05%	7	7.95%	0	
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Actionable Requests	88
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London Health Sciences

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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B 6-10			3	75.00%		
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D 16+					1	25.00%
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Member

Subtotal	0		3	75.00%	1	25.00%
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Actionable Requests	4					
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London Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,377	43.27%				
D 16+			188	5.91%	349	10.97%
B 6-10			724	22.75%	138	4.34%
C 11-15			385	12.10%	21	0.66%
Subtotal	1377	43.27%	1297	40.76%	508	15.96%

Actionable Requests	3182					
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London, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1,305	43.50%				
B 6-10			667	22.23%	133	4.43%
C 11-15			373	12.43%	24	0.80%
D 16+			174	5.80%	324	10.80%
Subtotal	1305	43.50%	1214	40.47%	481	16.03%

Actionable Requests	3000					
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Loyalist Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	379	100.00%				
Subtotal	379	100.00%	0		0	

Actionable Requests	379					
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Lucan-Biddulph, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					4	4.40%
A 0-5	86	94.51%				
C 11-15			1	1.10%		
Subtotal	86	94.51%	1	1.10%	4	4.40%

Actionable Requests	91					
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Member

MacDonald, Meredith, and Aberdeen, Mun. 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					

Machin, 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					

Madawaska Valley, Township of

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

Malahide, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	13	92.86%				
D 16+					1	7.14%
Subtotal	13	92.86%	0		1	7.14%
Actionable Requests	14					

Manitouwadge, Township of

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					

Mapleton, Township of

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

B 6-10			1	3.70%		
A 0-5	26	96.30%				
Subtotal	26	96.30%	1	3.70%	0	

Actionable Requests 27

Marathon, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1 3.33%
C 11-15		1 3.33%	
B 6-10		5 16.67%	
A 0-5	23 76.67%		
Subtotal	23 76.67%	6 20.00%	1 3.33%

Actionable Requests 30

Markham District Energy

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	43 87.76%		
D 16+			6 12.24%
Subtotal	43 87.76%	0	6 12.24%

Actionable Requests 49

Markham, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	1,707 98.96%		
B 6-10		3 0.17%	
D 16+			15 0.87%
Subtotal	1707 98.96%	3 0.17%	15 0.87%

Actionable Requests 1725

Markham, City of - Traffic Signals

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	126 100.00%		
Subtotal	126 100.00%	0	0

Actionable Requests 126

Member

Markham, City of - Water and Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,392	100.00%				
Subtotal	1392	100.00%	0		0	
Actionable Requests	1392					

Markstay-Warren, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	33.33%				
B 6-10			1	6.67%		
D 16+					9	60.00%
Subtotal	5	33.33%	1	6.67%	9	60.00%
Actionable Requests	15					

Marmora and Lake, 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					

Marwood Metals

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					

Matachewan, Township of

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

Mattawa, Town of

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

C 11-15			1	5.88%		
D 16+			1	5.88%	15	88.24%
Subtotal	0		2	11.76%	15	88.24%

Actionable Requests 17

Mattice-Val Cote, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

McDougall, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	8	100.00%				
Subtotal	8	100.00%	0		0	

Actionable Requests 8

McNab Braeside, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					134	100.00%
Subtotal	0		0		134	100.00%

Actionable Requests 134

Meaford, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	33	36.67%				
B 6-10			5	5.56%		
D 16+					52	57.78%
Subtotal	33	36.67%	5	5.56%	52	57.78%

Actionable Requests 90

Melancthon Windfarm

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	5	26.32%				
D 16+					14	73.68%

Member

Subtotal	5	26.32%	0		14	73.68%
Actionable Requests	19					

Melancthon Wolfe Wind LP

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

Merrickville-Wolford, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	25.00%				
D 16+			4	33.33%	5	41.67%
Subtotal	3	25.00%	4	33.33%	5	41.67%
Actionable Requests	12					

Metalore Resources

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	7.69%		
A 0-5	24	92.31%				
Subtotal	24	92.31%	2	7.69%	0	
Actionable Requests	26					

Metro Fibrewerx

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

Middlesex Centre, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	126	95.45%				
B 6-10			6	4.55%		
Subtotal	126	95.45%	6	4.55%	0	
Actionable Requests	132					

Member

Middlesex County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					2	4.44%
A 0-5	43	95.56%				
Subtotal	43	95.56%	0		2	4.44%
Actionable Requests	45					

Midland Water and Wastewater Services

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					4	2.56%
A 0-5	133	85.26%				
B 6-10			19	12.18%		
Subtotal	133	85.26%	19	12.18%	4	2.56%
Actionable Requests	156					

Midland, Town of - Street lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			8	8.16%		
C 11-15			10	10.20%		
D 16+			4	4.08%	76	77.55%
Subtotal	0		22	22.45%	76	77.55%
Actionable Requests	98					

Milton Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			58	6.09%	2	0.21%
B 6-10			273	28.68%	18	1.89%
A 0-5	553	58.09%				
D 16+			22	2.31%	26	2.73%
Subtotal	553	58.09%	353	37.08%	46	4.83%
Actionable Requests	952					

Milton, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	363	66.24%				

Member

B 6-10			136	24.82%	10	1.82%
C 11-15			27	4.93%	1	0.18%
D 16+			7	1.28%	4	0.73%
Subtotal	363	66.24%	170	31.02%	15	2.74%

Actionable Requests

548

Minden Hills, Township of - Water

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

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

Actionable Requests

2

Minto, Town of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	66	100.00%				
Subtotal	66	100.00%	0		0	

Actionable Requests

66

Mississauga, City of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	1,212	100.00%				
Subtotal	1212	100.00%	0		0	

Actionable Requests

1212

Mississauga, City of - Traffic Signals

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B 6-10			13	3.95%		
D 16+					2	0.61%
A 0-5	314	95.44%				
Subtotal	314	95.44%	13	3.95%	2	0.61%

Actionable Requests

329

Mississaugas of Scugog Island First Nation

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	5	100.00%				
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Member

Subtotal	5	100.00%	0		0	
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Actionable Requests	5
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Mississippi Mills, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					3	2.97%
A 0-5	98	97.03%				
Subtotal	98	97.03%	0		3	2.97%

Actionable Requests	101
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MNSI Managed Network Systems Inc

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					3	0.32%
A 0-5	809	86.34%				
B 6-10			125	13.34%		
Subtotal	809	86.34%	125	13.34%	3	0.32%

Actionable Requests	937
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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	17	45.95%				
B 6-10			3	8.11%		
D 16+					17	45.95%
Subtotal	17	45.95%	3	8.11%	17	45.95%

Actionable Requests	37
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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+			29	85.29%	5	14.71%
Subtotal	0		29	85.29%	5	14.71%

Actionable Requests	34
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Molded Plastics

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

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

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	46	71.88%				
D 16+			1	1.56%	2	3.13%
B 6-10			8	12.50%		
C 11-15			7	10.94%		
Subtotal	46	71.88%	16	25.00%	2	3.13%

Actionable Requests	64
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Montague, 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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Montez Office Fund II Limited Partnership

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

Actionable Requests	1
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Moonbeam, Township of

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

Actionable Requests	3
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Moosonee, Corporation of the Town of

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

Actionable Requests	5
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Member

Mornington Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			11	3.51%	64	20.45%
C 11-15			9	2.88%	3	0.96%
A 0-5	189	60.38%				
B 6-10			27	8.63%	10	3.19%
Subtotal	189	60.38%	47	15.02%	77	24.60%
Actionable Requests	313					

Morris-Turnberry, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	34	91.89%				
B 6-10			2	5.41%		
C 11-15			1	2.70%		
Subtotal	34	91.89%	3	8.11%	0	
Actionable Requests	37					

Mt Sinai Hospital

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

Muskoka Lakes, 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					

Muskoka, District of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	357	69.05%				
B 6-10			48	9.28%		
C 11-15			29	5.61%		
D 16+			8	1.55%	75	14.51%

Member

Subtotal	357	69.05%	85	16.44%	75	14.51%
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Actionable Requests	517					
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Muskoka, District of (Traffic)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+					11	100.00%
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Subtotal	0		0		11	100.00%
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Actionable Requests	11					
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Nairn and Hyman, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	2	28.57%				
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B 6-10			5	71.43%		
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Subtotal	2	28.57%	5	71.43%	0	
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Actionable Requests	7					
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Nation Rise Wind Farm Limited Partnership

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

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	29	67.44%				
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B 6-10			12	27.91%		
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D 16+					2	4.65%
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Subtotal	29	67.44%	12	27.91%	2	4.65%
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Actionable Requests	43					
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Net Optiks - Brantford Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	11	31.43%				
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B 6-10			13	37.14%		
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C 11-15			2	5.71%		
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D 16+			1	2.86%	8	22.86%
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Member

Subtotal	11	31.43%	16	45.71%	8	22.86%
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Actionable Requests 35

Netflash Internet Solutions

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	60.00%				
B 6-10			5	16.67%	5	16.67%
D 16+			2	6.67%		
Subtotal	18	60.00%	7	23.33%	5	16.67%

Actionable Requests 30

New Tecumseth, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	213	97.26%				
B 6-10			6	2.74%		
Subtotal	213	97.26%	6	2.74%	0	

Actionable Requests 219

Newbury, Village of

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

Actionable Requests 3

Newmarket, Town of

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

Actionable Requests 122

Newmarket-Tay Power (Midland)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	166	89.25%				
B 6-10			20	10.75%		

Member

Subtotal	166	89.25%	20	10.75%	0	
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Actionable Requests	186
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Newmarket-Tay Power (Newmarket)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	434	100.00%				
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Subtotal	434	100.00%	0		0	
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Actionable Requests	434
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Newmarket-Tay Power (Tay)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	67	90.54%				
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B 6-10			7	9.46%		
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Subtotal	67	90.54%	7	9.46%	0	
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Actionable Requests	74
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Nexicom Telecommunications

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	365	95.55%				
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B 6-10			17	4.45%		
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Subtotal	365	95.55%	17	4.45%	0	
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Actionable Requests	382
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Niagara Falls, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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B 6-10			36	3.45%		
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C 11-15			12	1.15%	1	0.10%
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D 16+			4	0.38%	140	13.42%
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A 0-5	850	81.50%				
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Subtotal	850	81.50%	52	4.99%	141	13.52%
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Actionable Requests	1043
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Niagara Parks Commission

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	56	100.00%				
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Member

Subtotal	56	100.00%	0		0	
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Actionable Requests	56
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Niagara Peninsula Energy

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

A 0-5	1,125	87.75%				
D 16+			2	0.16%	123	9.59%
C 11-15			1	0.08%		
B 6-10			28	2.18%	3	0.23%
Subtotal	1125	87.75%	31	2.42%	126	9.83%

Actionable Requests	1282
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Niagara Region Water Sanitary Storm

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

A 0-5	1,534	98.59%				
B 6-10			22	1.41%		
Subtotal	1534	98.59%	22	1.41%	0	

Actionable Requests	1556
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Niagara Region Wind Farm

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					110	100.00%
Subtotal	0		0		110	100.00%

Actionable Requests	110
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Niagara Regional Broadband Network

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	860	86.96%				
B 6-10			34	3.44%	2	0.20%
C 11-15			1	0.10%		
D 16+			2	0.20%	90	9.10%
Subtotal	860	86.96%	37	3.74%	92	9.30%

Actionable Requests	989
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Niagara, Region of - Transportation Services

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

A 0-5	805	88.36%				
B 6-10			44	4.83%	1	0.11%
C 11-15			1	0.11%		
D 16+			4	0.44%	56	6.15%
Subtotal	805	88.36%	49	5.38%	57	6.26%

Actionable Requests

911

Niagara-On-The-Lake Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	0.49%		
D 16+					7	1.71%
A 0-5	401	97.80%				
Subtotal	401	97.80%	2	0.49%	7	1.71%

Actionable Requests

410

Niagara-On-The-Lake, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	0.60%		
D 16+					7	2.10%
A 0-5	325	97.31%				
Subtotal	325	97.31%	2	0.60%	7	2.10%

Actionable Requests

334

Nipigon, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					19	100.00%
Subtotal	0		0		19	100.00%

Actionable Requests

19

Nor-Del

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	325	90.78%	27	7.54%		
B 6-10						
C 11-15						
D 16+					5	1.40%

Member

Subtotal	325	90.78%	28	7.82%	5	1.40%
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Actionable Requests	358					
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Norfolk County

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	605	62.56%				
B 6-10			157	16.24%	5	0.52%
C 11-15			123	12.72%	2	0.21%
D 16+			53	5.48%	22	2.28%
Subtotal	605	62.56%	333	34.44%	29	3.00%

Actionable Requests	967					
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Norfolk Oil & Gas Ltd

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			1	16.67%		
C 11-15			1	16.67%		
D 16+			1	16.67%		
A 0-5	3	50.00%				
Subtotal	3	50.00%	3	50.00%	0	

Actionable Requests	6					
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North Bay Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	326	77.07%				
B 6-10			86	20.33%		
C 11-15			8	1.89%		
D 16+			3	0.71%		
Subtotal	326	77.07%	97	22.93%	0	

Actionable Requests	423					
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North Bay, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	78	34.98%				
B 6-10			92	41.26%		
C 11-15			42	18.83%		

Member

D 16+			6	2.69%	5	2.24%
Subtotal	78	34.98%	140	62.78%	5	2.24%

Actionable Requests

223

North Bay, City of - Private Hydro Lines

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	13	72.22%				
B 6-10			2	11.11%		
D 16+			1	5.56%	2	11.11%
Subtotal	13	72.22%	3	16.67%	2	11.11%

Actionable Requests

18

North Dundas, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			11	17.46%		
C 11-15			2	3.17%		
A 0-5	36	57.14%				
D 16+					14	22.22%
Subtotal	36	57.14%	13	20.63%	14	22.22%

Actionable Requests

63

North Frontenac Telephone Company

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	374	95.65%				
B 6-10			11	2.81%		
C 11-15			1	0.26%		
D 16+			3	0.77%	2	0.51%
Subtotal	374	95.65%	15	3.84%	2	0.51%

Actionable Requests

391

North Glengarry, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			6	13.64%		
D 16+					3	6.82%
A 0-5	35	79.55%				

Member

Subtotal	35	79.55%	6	13.64%	3	6.82%
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Actionable Requests 44

North Grenville, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			1	0.73%		
D 16+					10	7.30%
A 0-5	126	91.97%				
Subtotal	126	91.97%	1	0.73%	10	7.30%

Actionable Requests 137

North Huron, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					18	29.51%
A 0-5	38	62.30%				
B 6-10			3	4.92%		
C 11-15			2	3.28%		
Subtotal	38	62.30%	5	8.20%	18	29.51%

Actionable Requests 61

North Kent Wind 1 LP

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 11

North Middlesex, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					142	100.00%
Subtotal	0		0		142	100.00%

Actionable Requests 142

North Perth, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	127	91.37%				
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Member

B 6-10			3	2.16%		
D 16+					9	6.47%
Subtotal	127	91.37%	3	2.16%	9	6.47%

Actionable Requests 139

North Renfrew Telecom Company (NRTC)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	344	83.50%				
B 6-10			30	7.28%		
C 11-15			1	0.24%		
D 16+					37	8.98%
Subtotal	344	83.50%	31	7.52%	37	8.98%

Actionable Requests 412

North Shore, 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

North Stormont, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	17	65.38%				
B 6-10			2	7.69%		
D 16+					7	26.92%
Subtotal	17	65.38%	2	7.69%	7	26.92%

Actionable Requests 26

North York General Hospital

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

Actionable Requests 3

Northeastern Manitoulin and the Islands, Town

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

A 0-5	4	66.67%				
B 6-10			2	33.33%		
Subtotal	4	66.67%	2	33.33%	0	
Actionable Requests	6					

Northern Broadband Wireless

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

Northern Bruce Peninsula, Municipality of

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

Northern Cross Energy

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

Northern Ontario Wires

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	122	98.39%				
D 16+					2	1.61%
Subtotal	122	98.39%	0		2	1.61%
Actionable Requests	124					

Northern Tel Limited Partnership

Completed within	Compliant	Non-Compliant		Non-Compliant No Response		
A 0-5	355	70.30%				
D 16+			38	7.52%	56	11.09%
B 6-10			28	5.54%		
C 11-15			27	5.35%	1	0.20%

Member

Subtotal	355	70.30%	93	18.42%	57	11.29%
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Actionable Requests	505
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Northumberland, County of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					1	1.23%
A 0-5	70	86.42%				
B 6-10			7	8.64%		
C 11-15			3	3.70%		
Subtotal	70	86.42%	10	12.35%	1	1.23%

Actionable Requests	81
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Norwich, Township Of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+					2	1.82%
A 0-5	105	95.45%				
B 6-10			3	2.73%		
Subtotal	105	95.45%	3	2.73%	2	1.82%

Actionable Requests	110
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Nova Chemicals Corporation

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	24	96.00%				
D 16+					1	4.00%
Subtotal	24	96.00%	0		1	4.00%

Actionable Requests	25
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Oakville Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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D 16+			67	3.65%	70	3.81%
A 0-5	1,065	58.04%				
B 6-10			484	26.38%	12	0.65%
C 11-15			137	7.47%		
Subtotal	1065	58.04%	688	37.49%	82	4.47%

Actionable Requests	1835
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Member

Oakville, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			64	3.33%	55	2.86%
C 11-15			126	6.55%		
A 0-5	1,261	65.57%				
B 6-10			406	21.11%	11	0.57%
Subtotal	1261	65.57%	596	30.99%	66	3.43%
Actionable Requests	1923					

Oil Springs, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	23.08%				
B 6-10			3	23.08%		
D 16+			1	7.69%	6	46.15%
Subtotal	3	23.08%	4	30.77%	6	46.15%
Actionable Requests	13					

Oliver Paipoonge, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	27.27%				
B 6-10			8	72.73%		
Subtotal	3	27.27%	8	72.73%	0	
Actionable Requests	11					

ON-Energy Corp

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	11	57.89%				
B 6-10			6	31.58%		
C 11-15			1	5.26%		
D 16+					1	5.26%
Subtotal	11	57.89%	7	36.84%	1	5.26%
Actionable Requests	19					

Ontario Clean Water Agency

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

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

Actionable Requests

1

Ontario Power Generation - Lambton

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

Actionable Requests

2

Ontario Power Generation - Niagara

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	10	66.67%	
B 6-10		1	6.67%
D 16+			4
Subtotal	10	1	4

Actionable Requests

15

Ontera - A Division of NorthernTel

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	252	78.26%	
B 6-10		13	4.04%
C 11-15		12	3.73%
D 16+		4	1.24%
Subtotal	252	29	41

Actionable Requests

322

Opasatika, Township of

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

Actionable Requests

2

Orangeville Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	220	94.83%	

Member

D 16+					1	0.43%
B 6-10			11	4.74%		
Subtotal	220	94.83%	11	4.74%	1	0.43%

Actionable Requests 232

Orangeville, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	12	4.55%	
B 6-10		180	68.18%
C 11-15		52	19.70%
D 16+		2	0.76%
Subtotal	12	4.55%	234

Actionable Requests 264

Orangeville, Town of - Fibre

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	82	100.00%	
Subtotal	82	100.00%	0

Actionable Requests 82

Orillia, City of (EIS Dept)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	421	89.57%	
B 6-10		31	6.60%
C 11-15		1	0.21%
D 16+			17
Subtotal	421	89.57%	32

Actionable Requests 470

Oro-Medonte, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	43	97.73%	
B 6-10		1	2.27%
Subtotal	43	97.73%	1

Actionable Requests 44

Member

Oshawa PUC Networks Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			25	3.83%	5	0.77%
D 16+			16	2.45%	8	1.23%
A 0-5	473	72.43%				
B 6-10			109	16.69%	17	2.60%
Subtotal	473	72.43%	150	22.97%	30	4.59%
Actionable Requests	653					

Oshawa, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	370	76.76%				
B 6-10			68	14.11%	13	2.70%
C 11-15			16	3.32%	3	0.62%
D 16+			7	1.45%	5	1.04%
Subtotal	370	76.76%	91	18.88%	21	4.36%
Actionable Requests	482					

Oshawa, City of - Catch Basins

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			3	16.67%	1	5.56%
A 0-5	14	77.78%				
Subtotal	14	77.78%	3	16.67%	1	5.56%
Actionable Requests	18					

Osler Bluff Ski-Club

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

Otonabee-South Monaghan

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			1	9.09%		
C 11-15			4	36.36%		

Member

D 16+			1	9.09%	3	27.27%
A 0-5	2	18.18%				
Subtotal	2	18.18%	6	54.55%	3	27.27%

Actionable Requests 11

Ottawa River Power

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			7	2.41%		
A 0-5	283	97.59%				
Subtotal	283	97.59%	7	2.41%	0	

Actionable Requests 290

Ottawa, City of - Street Lights

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			2	0.04%		
C 11-15			7	0.12%		
A 0-5	5,209	92.62%				
B 6-10			406	7.22%		
Subtotal	5209	92.62%	415	7.38%	0	

Actionable Requests 5624

Ottawa, City of - Traffic Signals -976

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	977	100.00%				
Subtotal	977	100.00%	0		0	

Actionable Requests 977

Ottawa, City of - Water-Sewer - 975

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	5,850	99.85%				
B 6-10			9	0.15%		
Subtotal	5850	99.85%	9	0.15%	0	

Actionable Requests 5859

Ottawa, University of

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

D 16+					11	100.00%
Subtotal	0		0		11	100.00%

Actionable Requests

11

Owen Sound, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	67	31.60%				
B 6-10			74	34.91%		
C 11-15			29	13.68%		
D 16+			42	19.81%		
Subtotal	67	31.60%	145	68.40%	0	

Actionable Requests

212

Oxford, County of - Fiber

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	2	33.33%				
B 6-10			3	50.00%		
C 11-15			1	16.67%		
Subtotal	2	33.33%	4	66.67%	0	

Actionable Requests

6

Oxford, County of - Street Lights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			3	20.00%		
D 16+			2	13.33%		
A 0-5	10	66.67%				
Subtotal	10	66.67%	5	33.33%	0	

Actionable Requests

15

Oxford, County of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	13.33%		
C 11-15			2	13.33%		
D 16+			2	13.33%	4	26.67%
A 0-5	5	33.33%				

Member

Subtotal	5	33.33%	6	40.00%	4	26.67%
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Actionable Requests	15					
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Oxford, County of - Water & Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	546	99.82%				
B 6-10			1	0.18%		
Subtotal	546	99.82%	1	0.18%	0	

Actionable Requests	547					
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Packet Works

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	8	53.33%				
B 6-10			7	46.67%		
Subtotal	8	53.33%	7	46.67%	0	

Actionable Requests	15					
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Parkhill Wind Farm (Nextera)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	50	100.00%				
Subtotal	50	100.00%	0		0	

Actionable Requests	50					
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Parry Sound Energy Storage LP

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

Actionable Requests	1					
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Parry Sound, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	51	83.61%				
B 6-10			10	16.39%		
Subtotal	51	83.61%	10	16.39%	0	

Actionable Requests	61					
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Member

Pearson (PIFF) and GTAA

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

Peel Region - Monitored Sites

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	6	26.09%				
D 16+			1	4.35%	12	52.17%
B 6-10			1	4.35%		
C 11-15			3	13.04%		
Subtotal	6	26.09%	5	21.74%	12	52.17%
Actionable Requests	23					

Peel, Region of - Brampton - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	203	84.94%				
B 6-10			17	7.11%	3	1.26%
C 11-15			6	2.51%	2	0.84%
D 16+			1	0.42%	7	2.93%
Subtotal	203	84.94%	24	10.04%	12	5.02%
Actionable Requests	239					

Peel, Region of - Brampton - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			5	7.69%	1	1.54%
C 11-15			4	6.15%		
A 0-5	53	81.54%				
D 16+			1	1.54%	1	1.54%
Subtotal	53	81.54%	10	15.38%	2	3.08%
Actionable Requests	65					

Peel, Region of - Brampton - Water

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

D 16+			1	0.27%	30	8.22%
A 0-5	298	81.64%				
B 6-10			27	7.40%	1	0.27%
C 11-15			5	1.37%	3	0.82%
Subtotal	298	81.64%	33	9.04%	34	9.32%

Actionable Requests

365

Peel, Region of - Caledon - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			8	7.84%	13	12.75%
C 11-15			11	10.78%		
A 0-5	49	48.04%				
B 6-10			19	18.63%	2	1.96%
Subtotal	49	48.04%	38	37.25%	15	14.71%

Actionable Requests

102

Peel, Region of - Caledon - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	55	50.00%				
B 6-10			19	17.27%		
C 11-15			15	13.64%		
D 16+			6	5.45%	15	13.64%
Subtotal	55	50.00%	40	36.36%	15	13.64%

Actionable Requests

110

Peel, Region of - Caledon - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	312	56.62%				
B 6-10			75	13.61%	5	0.91%
C 11-15			66	11.98%		
D 16+			30	5.44%	63	11.43%
Subtotal	312	56.62%	171	31.03%	68	12.34%

Actionable Requests

551

Member

Peel, Region of - Dedicated Locator (Mississauga)

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

Peel, Region of - Mississauga - Sanitary

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			24	3.86%	38	6.11%
C 11-15			27	4.34%	14	2.25%
B 6-10			68	10.93%	12	1.93%
A 0-5	439	70.58%				
Subtotal	439	70.58%	119	19.13%	64	10.29%
Actionable Requests	622					

Peel, Region of - Mississauga - Storm

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	59.52%				
B 6-10			11	13.10%	2	2.38%
C 11-15			3	3.57%	6	7.14%
D 16+			6	7.14%	6	7.14%
Subtotal	50	59.52%	20	23.81%	14	16.67%
Actionable Requests	84					

Peel, Region of - Mississauga - Water

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	812	81.77%				
B 6-10			68	6.85%	9	0.91%
C 11-15			17	1.71%	6	0.60%
D 16+			17	1.71%	64	6.45%
Subtotal	812	81.77%	102	10.27%	79	7.96%
Actionable Requests	993					

Peel, Region of - Traffic Signals

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

A 0-5	229	97.86%				
B 6-10			3	1.28%		
D 16+					2	0.85%
Subtotal	229	97.86%	3	1.28%	2	0.85%

Actionable Requests

234

Peel, Region of (Peel Fibre Optics)

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

B 6-10			165	23.44%		
C 11-15			48	6.82%		
A 0-5	486	69.03%				
D 16+			1	0.14%	4	0.57%
Subtotal	486	69.03%	214	30.40%	4	0.57%

Actionable Requests

704

Pelham, Town of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	251	84.80%				
B 6-10			4	1.35%		
D 16+					41	13.85%
Subtotal	251	84.80%	4	1.35%	41	13.85%

Actionable Requests

296

Pembina Pipeline

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

D 16+			1	12.50%		
A 0-5	6	75.00%				
B 6-10			1	12.50%		
Subtotal	6	75.00%	2	25.00%	0	

Actionable Requests

8

Pembroke, City of

Completed within

Compliant

Non-Compliant

Non-Compliant No Response

A 0-5	178	96.74%				
D 16+					6	3.26%

Member

Subtotal	178	96.74%	0		6	3.26%
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Actionable Requests	184
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Penetanguishene, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	39	62.90%				
B 6-10			6	9.68%		
C 11-15			2	3.23%		
D 16+			2	3.23%	13	20.97%
Subtotal	39	62.90%	10	16.13%	13	20.97%

Actionable Requests	62
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Perth East, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	24	60.00%				
D 16+			2	5.00%		
B 6-10			12	30.00%		
C 11-15			2	5.00%		
Subtotal	24	60.00%	16	40.00%	0	

Actionable Requests	40
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Perth South, Township of

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

Actionable Requests	2
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Perth, Town of

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

Actionable Requests	40
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Member

Petawawa, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	230	75.16%				
B 6-10			20	6.54%		
C 11-15			20	6.54%		
D 16+			7	2.29%	29	9.48%
Subtotal	230	75.16%	47	15.36%	29	9.48%
Actionable Requests	306					

Peterborough Utilities (water, wastewater)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	780	95.35%				
B 6-10			37	4.52%		
C 11-15			1	0.12%		
Subtotal	780	95.35%	38	4.65%	0	
Actionable Requests	818					

Peterborough, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	867	99.66%				
D 16+			1	0.11%		
B 6-10			1	0.11%		
C 11-15			1	0.11%		
Subtotal	867	99.66%	3	0.34%	0	
Actionable Requests	870					

Peterborough, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	267	98.52%				
D 16+					4	1.48%
Subtotal	267	98.52%	0		4	1.48%
Actionable Requests	271					

Petro-Canada Lubricants

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

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

Actionable Requests

1

Petrolia, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	53	79.10%	
B 6-10		8	11.94%
D 16+			6
Subtotal	53	79.10%	8
			11.94%
			6
			8.96%

Actionable Requests

67

Pickering, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			335
Subtotal	0	0	335
			100.00%

Actionable Requests

335

Pickle Lake, Township of

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

Actionable Requests

2

Pine Valley Drive - Private owner

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

Actionable Requests

1

Plains Midstream Pipeline

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

Actionable Requests

74

Member

Plateau Wind Farm

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

Plympton-Wyoming, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	155	89.60%				
D 16+			1	0.58%	8	4.62%
B 6-10			9	5.20%		
Subtotal	155	89.60%	10	5.78%	8	4.62%
Actionable Requests	173					

Point Edward, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	14	70.00%				
D 16+			5	25.00%	1	5.00%
Subtotal	14	70.00%	5	25.00%	1	5.00%
Actionable Requests	20					

Port Burwell Area Secondary Water Supply

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

Port Colborne, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	233	99.57%				
B 6-10			1	0.43%		
Subtotal	233	99.57%	1	0.43%	0	
Actionable Requests	234					

Port Dover and Nanticoke Wind Project

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

A 0-5	11	34.38%				
B 6-10			1	3.13%	19	59.38%
D 16+			1	3.13%		
Subtotal	11	34.38%	2	6.25%	19	59.38%

Actionable Requests 32

Port Hope, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	183	100.00%				
Subtotal	183	100.00%	0		0	

Actionable Requests 183

Powassan, Municipality of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					13	100.00%
Subtotal	0		0		13	100.00%

Actionable Requests 13

Prescott & Russell, United Counties of

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					13	100.00%
Subtotal	0		0		13	100.00%

Actionable Requests 13

Prescott, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

B 6-10			1	2.13%		
D 16+					44	93.62%
A 0-5	2	4.26%				
Subtotal	2	4.26%	1	2.13%	44	93.62%

Actionable Requests 47

Primus Management ULC

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					2	100.00%
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Member

Subtotal	0		0		2	100.00%
Actionable Requests	2					

Prince Edward, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	5	2.76%				
D 16+					176	97.24%
Subtotal	5	2.76%	0		176	97.24%
Actionable Requests	181					

Prince, 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					

Public Services and Procurement Canada - Services publics et

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	41	50.00%				
D 16+					41	50.00%
Subtotal	41	50.00%	0		41	50.00%
Actionable Requests	82					

Puslinch, Township of

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					

Q9 Networks

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	23.53%				
B 6-10			1	2.94%		
D 16+					25	73.53%

Member

Subtotal	8	23.53%	1	2.94%	25	73.53%
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Actionable Requests 34

Quadro Communications

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	446	99.33%				
B 6-10			3	0.67%		
Subtotal	446	99.33%	3	0.67%	0	

Actionable Requests 449

Queen's University

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	26	100.00%				
Subtotal	26	100.00%	0		0	

Actionable Requests 26

Queens University Fibre

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+					7	22.58%
A 0-5	24	77.42%				
Subtotal	24	77.42%	0		7	22.58%

Actionable Requests 31

Quinte West, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	859	94.60%				
B 6-10			34	3.74%		
C 11-15			13	1.43%		
D 16+			1	0.11%	1	0.11%
Subtotal	859	94.60%	48	5.29%	1	0.11%

Actionable Requests 908

Rainy River, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	7	87.50%				
B 6-10			1	12.50%		

Member

Subtotal	7	87.50%	1	12.50%	0	
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Actionable Requests	8					
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Ramara, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	46	88.46%				
B 6-10			1	1.92%	2	3.85%
D 16+					3	5.77%
Subtotal	46	88.46%	1	1.92%	5	9.62%

Actionable Requests	52					
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Real Oil Enterprises

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

Actionable Requests	1					
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Red Lake, Municipality of

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

Actionable Requests	22					
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Red Rock, Township of

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

Actionable Requests	13					
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Redditt Local Service Board

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

Subtotal	1	100.00%	0		0	
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Actionable Requests	1
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Region of Waterloo (North Dumfries Wellesley Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	75	91.46%				
B 6-10			6	7.32%		
C 11-15			1	1.22%		
Subtotal	75	91.46%	7	8.54%	0	

Actionable Requests	82
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Region of Waterloo, Rapid Transit

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			1	1.59%		
D 16+			1	1.59%	2	3.17%
B 6-10			4	6.35%		
A 0-5	55	87.30%				
Subtotal	55	87.30%	6	9.52%	2	3.17%

Actionable Requests	63
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Renfrew Hydro

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

Actionable Requests	70
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Renfrew, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	112	98.25%				
B 6-10			2	1.75%		
Subtotal	112	98.25%	2	1.75%	0	

Actionable Requests	114
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Renfrew, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			1	1.41%	9	12.68%

Member

A 0-5	59	83.10%				
B 6-10			1	1.41%		
C 11-15			1	1.41%		
Subtotal	59	83.10%	3	4.23%	9	12.68%

Actionable Requests 71

Residences at Argento Inc.

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			1 100.00%
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	808	97.58%	
B 6-10		17 2.05%	
D 16+			3 0.36%
Subtotal	808	17 2.05%	3 0.36%

Actionable Requests 828

Rideau Lakes, Township of

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

Actionable Requests 3

Rideau St Lawrence Utilities

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	115	93.50%	
B 6-10		7 5.69%	
C 11-15		1 0.81%	
Subtotal	115	8 6.50%	0

Actionable Requests 123

Rogers Communications

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

A 0-5	25,270	88.28%				
B 6-10			1391	4.86%	27	0.09%
C 11-15			525	1.83%	2	0.01%
D 16+			292	1.02%	1119	3.91%
Subtotal	25270	88.28%	2208	7.71%	1148	4.01%

Actionable Requests

28626

Rowe Energy Corporation

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

Actionable Requests

6

Roxborough Telephone Co Ltd

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		1	6.67%
D 16+			2
A 0-5	12	80.00%	
Subtotal	12	80.00%	1

Actionable Requests

15

Ruralwave

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		18	9.14%
C 11-15		19	9.64%
A 0-5	160	81.22%	
Subtotal	160	81.22%	37

Actionable Requests

197

Russell, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	106	80.92%	
B 6-10		17	12.98%
C 11-15		1	0.76%
D 16+			7

Member

Subtotal	106	80.92%	18	13.74%	7	5.34%
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Actionable Requests	131					
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Sables-Spanish Rivers, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1	11.11%				
D 16+			8	88.89%		
Subtotal	1	11.11%	8	88.89%	0	

Actionable Requests	9					
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Sarnia, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	746	98.94%				
B 6-10			8	1.06%		
Subtotal	746	98.94%	8	1.06%	0	

Actionable Requests	754					
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Saugeen First Nations Fibre

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

Actionable Requests	10					
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Saugeen First Nations Water

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

Actionable Requests	7					
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Saugeen Shores, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	412	92.38%				
B 6-10			32	7.17%		
C 11-15			2	0.45%		

Member

Subtotal	412	92.38%	34	7.62%	0	
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Actionable Requests	446
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Sault Ste Marie PUC

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,324	86.14%				
B 6-10			207	13.47%		
C 11-15			2	0.13%		
D 16+					4	0.26%
Subtotal	1324	86.14%	209	13.60%	4	0.26%

Actionable Requests	1537
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Sault Ste Marie, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	1.44%		
D 16+					1	0.72%
A 0-5	136	97.84%				
Subtotal	136	97.84%	2	1.44%	1	0.72%

Actionable Requests	139
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Schreiber, 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
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Scugog, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	134	89.33%				
B 6-10			9	6.00%		
C 11-15			1	0.67%		
D 16+					6	4.00%
Subtotal	134	89.33%	10	6.67%	6	4.00%

Actionable Requests	150
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Member

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	
D 16+					3	8.33%
A 0-5	32	88.89%				
B 6-10			1	2.78%		
Subtotal	32	88.89%	1	2.78%	3	8.33%
Actionable Requests	36					

Severn, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	70	89.74%				
B 6-10			7	8.97%		
D 16+					1	1.28%
Subtotal	70	89.74%	7	8.97%	1	1.28%
Actionable Requests	78					

Shaw Cable Systems

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,367	93.57%				
B 6-10			34	2.33%		
C 11-15			5	0.34%		
D 16+			5	0.34%	50	3.42%
Subtotal	1367	93.57%	44	3.01%	50	3.42%
Actionable Requests	1461					

Shelburne, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	41	91.11%				
B 6-10			3	6.67%		

Member

D 16+					1	2.22%
Subtotal	41	91.11%	3	6.67%	1	2.22%

Actionable Requests 45

Shell Canada

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

Actionable Requests 10

Shell Canada - Sault Ste. Marie

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

Actionable Requests 1

Shuniah, Municipality of

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

Actionable Requests 2

Sick Kids Hospital

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			17
Subtotal	0	0	17

Actionable Requests 17

Silver Bay Water

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

Actionable Requests 2

Member

Silvercreek Nominee Inc

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

Simcoe County District School Board

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

Simcoe, County of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	523	97.57%				
C 11-15			3	0.56%		
D 16+			1	0.19%	9	1.68%
Subtotal	523	97.57%	4	0.75%	9	1.68%
Actionable Requests	536					

Sioux Lookout Hydro

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

Sioux Lookout, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	83.33%				
B 6-10			1	8.33%		
D 16+					1	8.33%
Subtotal	10	83.33%	1	8.33%	1	8.33%
Actionable Requests	12					

Member

Six Nations Gas

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			11	9.57%		
C 11-15			3	2.61%		
A 0-5	98	85.22%				
D 16+					3	2.61%
Subtotal	98	85.22%	14	12.17%	3	2.61%
Actionable Requests	115					

Sky Generation (Sprott Power)

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

Smiths Falls, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	52	59.77%				
B 6-10			34	39.08%		
D 16+					1	1.15%
Subtotal	52	59.77%	34	39.08%	1	1.15%
Actionable Requests	87					

Smooth Rock Falls, Town of

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

South Bruce Peninsula, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	78	92.86%				
D 16+			1	1.19%	5	5.95%

Member

Subtotal	78	92.86%	1	1.19%	5	5.95%
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Actionable Requests	84					
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South Bruce, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	32	42.11%				
B 6-10			12	15.79%		
C 11-15			13	17.11%		
D 16+			6	7.89%	13	17.11%
Subtotal	32	42.11%	31	40.79%	13	17.11%

Actionable Requests	76					
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South Dundas, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	62	78.48%				
D 16+					6	7.59%
C 11-15			2	2.53%		
B 6-10			9	11.39%		
Subtotal	62	78.48%	11	13.92%	6	7.59%

Actionable Requests	79					
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South Frontenac, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	66	88.00%				
B 6-10			3	4.00%		
D 16+					6	8.00%
Subtotal	66	88.00%	3	4.00%	6	8.00%

Actionable Requests	75					
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South Glengarry, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	46	86.79%				
B 6-10			3	5.66%		
D 16+					4	7.55%

Member

Subtotal	46	86.79%	3	5.66%	4	7.55%
Actionable Requests	53					

South Huron, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	108	91.53%				
B 6-10			3	2.54%		
D 16+					7	5.93%
Subtotal	108	91.53%	3	2.54%	7	5.93%
Actionable Requests	118					

South Kent Wind Project

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	78.26%				
B 6-10			4	17.39%		
D 16+			1	4.35%		
Subtotal	18	78.26%	5	21.74%	0	
Actionable Requests	23					

South River, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	26	96.30%				
D 16+					1	3.70%
Subtotal	26	96.30%	0		1	3.70%
Actionable Requests	27					

South Stormont, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					110	100.00%
Subtotal	0		0		110	100.00%
Actionable Requests	110					

Southgate, Township

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	32	69.57%				
B 6-10			5	10.87%		

Member

D 16+					9	19.57%
Subtotal	32	69.57%	5	10.87%	9	19.57%

Actionable Requests

46

Southwest Middlesex, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	118	87.41%				
B 6-10			14	10.37%		
C 11-15			1	0.74%		
D 16+					2	1.48%
Subtotal	118	87.41%	15	11.11%	2	1.48%

Actionable Requests

135

South-West Oxford, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1	2.08%				
D 16+					47	97.92%
Subtotal	1	2.08%	0		47	97.92%

Actionable Requests

48

Southwold, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					132	100.00%
Subtotal	0		0		132	100.00%

Actionable Requests

132

SP Belle River Wind LP

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

Actionable Requests

4

Spanish, Town of

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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Spectrum Telecom Group Ltd

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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Springwater, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			1	2.86%	15	42.86%
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A 0-5	19	54.29%				
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Subtotal	19	54.29%	1	2.86%	15	42.86%
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Actionable Requests	35					
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St. Catharines, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	791	90.40%				
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B 6-10			69	7.89%		
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C 11-15			4	0.46%		
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D 16+			3	0.34%	8	0.91%
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Subtotal	791	90.40%	76	8.69%	8	0.91%
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Actionable Requests	875					
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St. Charles, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	1	11.11%				
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B 6-10			1	11.11%		
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C 11-15			3	33.33%		
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D 16+					4	44.44%
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Subtotal	1	11.11%	4	44.44%	4	44.44%
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Actionable Requests	9					
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St. Clair, Township of

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

A 0-5	138	58.72%				
D 16+					97	41.28%
Subtotal	138	58.72%	0		97	41.28%

Actionable Requests 235

St. Josephs Healthcare (Hamilton)

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 2

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	91	97.85%				
B 6-10			1	1.08%		
D 16+					1	1.08%
Subtotal	91	97.85%	1	1.08%	1	1.08%

Actionable Requests 93

St. Michael's Hospital

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 8

St. Thomas, City of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	785	83.60%				
B 6-10			77	8.20%		
C 11-15			29	3.09%		

Member

D 16+			14	1.49%	34	3.62%
Subtotal	785	83.60%	120	12.78%	34	3.62%

Actionable Requests

939

Start Communications

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	179	37.45%	
B 6-10		89	18.62%
C 11-15		52	10.88%
D 16+		31	6.49%
Subtotal	179	37.45%	172
		35.98%	127

Actionable Requests

478

Stelco Steel Hamilton Works

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

Actionable Requests

1

Stirling-Rawdon, Township of

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

Actionable Requests

14

Stone Mills, Township of

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

Actionable Requests

3

Stonebridge Golf and Country Club

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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Storm Internet

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	8	15.09%				
D 16+					45	84.91%
Subtotal	8	15.09%	0		45	84.91%

Actionable Requests	53					
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Stormont, Dundas & Glengarry, United Counties (SDG01)

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

Actionable Requests	7					
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Stormont, Dundas & Glengarry, United Counties (SDG02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	18	94.74%				
C 11-15			1	5.26%		
Subtotal	18	94.74%	1	5.26%	0	

Actionable Requests	19					
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Stratford, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			149	32.68%		
D 16+					22	4.82%
A 0-5	285	62.50%				
Subtotal	285	62.50%	149	32.68%	22	4.82%

Actionable Requests	456					
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Strathroy-Caradoc, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	88	100.00%				

Member

Subtotal	88	100.00%	0		0	
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Actionable Requests	88
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Stubbs Communications

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

Actionable Requests	5
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Sudbury District Energy

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

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

Actionable Requests	5
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Summer Haven Wind

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

D 16+					1	11.11%
A 0-5	8	88.89%				
Subtotal	8	88.89%	0		1	11.11%

Actionable Requests	9
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Sun Canadian Pipelines

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

D 16+					7	1.83%
A 0-5	372	97.13%				
B 6-10					4	1.04%
Subtotal	372	97.13%	0		11	2.87%

Actionable Requests	383
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Sun Canadian Pipelines - Sarnia Area

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	36	100.00%				
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Member

Subtotal	36	100.00%	0		0	
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Actionable Requests	36
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Suncor Energy

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	5	100.00%				
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Subtotal	5	100.00%	0		0	
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Actionable Requests	5
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Suncor Energy Products (SNCP02)

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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Suncor Energy Products (SNCP03)

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

B 6-10			1	33.33%		
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C 11-15			1	33.33%		
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D 16+					1	33.33%
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Subtotal	0		2	66.67%	1	33.33%
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Actionable Requests	3
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Suncor Energy Products (SNCP04)

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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Suncor Energy Products (SNCP05)

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

Sundridge, Village of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	17	94.44%				
B 6-10			1	5.56%		
Subtotal	17	94.44%	1	5.56%	0	
Actionable Requests	18					

Superior View Gas Inc

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

SWNS LP - Springwood Wind Farm

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

SWNS LP - Whittington 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					

Synergy North - Kenora

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	43	100.00%				
Subtotal	43	100.00%	0		0	
Actionable Requests	43					

Synergy North - Thunder Bay

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	1,473	95.03%				
B 6-10			76	4.90%		
D 16+					1	0.06%

Member

Subtotal	1473	95.03%	76	4.90%	1	0.06%
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Actionable Requests	1550					
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Talbot Windfarm

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

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	51	82.26%				
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B 6-10			5	8.06%		
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D 16+					6	9.68%
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Subtotal	51	82.26%	5	8.06%	6	9.68%
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Actionable Requests	62					
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Tay, Township of - Street Lights

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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TBayTel

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

A 0-5	1,205	90.67%				
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B 6-10			111	8.35%		
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C 11-15			5	0.38%		
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D 16+					8	0.60%
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Subtotal	1205	90.67%	116	8.73%	8	0.60%
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Actionable Requests	1329					
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Tecumseh, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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B 6-10			76	43.18%		
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C 11-15			1	0.57%		
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Member

A 0-5	92	52.27%				
D 16+					7	3.98%
Subtotal	92	52.27%	77	43.75%	7	3.98%

Actionable Requests 176

Tehkummah, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

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

Actionable Requests 3

TekSavvy Solutions Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	326	94.77%				
B 6-10			12	3.49%		
C 11-15			1	0.29%		
D 16+					5	1.45%
Subtotal	326	94.77%	13	3.78%	5	1.45%

Actionable Requests 344

telMAX Inc

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	174	35.08%				
B 6-10			52	10.48%		
C 11-15			73	14.72%	14	2.82%
D 16+			28	5.65%	155	31.25%
Subtotal	174	35.08%	153	30.85%	169	34.07%

Actionable Requests 496

Telus

Completed within Compliant Non-Compliant Non-Compliant No Response

D 16+			3	0.09%	7	0.21%
A 0-5	3,009	89.18%				
B 6-10			272	8.06%		
C 11-15			83	2.46%		

Member

Subtotal	3009	89.18%	358	10.61%	7	0.21%
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Actionable Requests	3374					
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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					
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Temiskaming Shores, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	105	100.00%				
Subtotal	105	100.00%	0		0	

Actionable Requests	105					
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TeraGo Networks Inc

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

Actionable Requests	8					
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Teraspan Networks

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

Actionable Requests	40					
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Terrace Bay, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	20	86.96%				
B 6-10			3	13.04%		

Member

Subtotal	20	86.96%	3	13.04%	0	
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Actionable Requests	23					
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Thames Centre, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	40	70.18%				
B 6-10			14	24.56%		
C 11-15			1	1.75%		
D 16+					2	3.51%
Subtotal	40	70.18%	15	26.32%	2	3.51%

Actionable Requests	57					
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Thames Centre, Municipality of – Storm Sewer, Drains, Streetli

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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C 11-15			1	0.95%		
D 16+					12	11.43%
A 0-5	92	87.62%				
Subtotal	92	87.62%	1	0.95%	12	11.43%

Actionable Requests	105					
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Thessalon, Town of

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

Actionable Requests	6					
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Thorold, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	351	96.69%				
B 6-10			12	3.31%		
Subtotal	351	96.69%	12	3.31%	0	

Actionable Requests	363					
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Thunder Bay, City of

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

C 11-15			303	21.10%		
D 16+			8	0.56%	46	3.20%
B 6-10			822	57.24%	2	0.14%
A 0-5	255	17.76%				
Subtotal	255	17.76%	1133	78.90%	48	3.34%

Actionable Requests 1436

Thunder Bay, City of - Parks Property

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		4	2.13%
A 0-5	184	97.87%	
Subtotal	184	97.87%	4

Actionable Requests 188

Tillsonburg Hydro

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	262	100.00%	
Subtotal	262	100.00%	0

Actionable Requests 262

Tillsonburg, Town of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	240	100.00%	
Subtotal	240	100.00%	0

Actionable Requests 240

Timmins, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	302	100.00%	
Subtotal	302	100.00%	0

Actionable Requests 302

Timmins, City of - Traffic and Street Lights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		21	14.89%
D 16+			14

Member

A 0-5	99	70.21%				
B 6-10			7	4.96%		
Subtotal	99	70.21%	28	19.86%	14	9.93%

Actionable Requests 141

Tiny, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			7	7.37%		
D 16+					4	4.21%
A 0-5	84	88.42%				
Subtotal	84	88.42%	7	7.37%	4	4.21%

Actionable Requests 95

Toronto Community Housing

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

Toronto East Health Network

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

Actionable Requests 3

Toronto Gas Extraction

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

Actionable Requests 3

Toronto Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			468	4.37%	34	0.32%
C 11-15			114	1.06%	14	0.13%

Member

D 16+			41	0.38%	88	0.82%
A 0-5	9,962	92.92%				
Subtotal	9962	92.92%	623	5.81%	136	1.27%

Actionable Requests

10721

Toronto Metropolitan University

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	15	93.75%	
B 6-10		1	6.25%
Subtotal	15	93.75%	1

Actionable Requests

16

Toronto Transit Commission (TTC) - Communications

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
C 11-15		4	1.37%
D 16+			37
A 0-5	238	81.51%	
B 6-10		13	4.45%
Subtotal	238	81.51%	17

Actionable Requests

292

Toronto Transit Commission (TTC) - Electrical Lines

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	709	84.51%	
B 6-10		60	7.15%
C 11-15		16	1.91%
D 16+		4	0.48%
Subtotal	709	84.51%	80

Actionable Requests

839

Toronto Transit Commission (TTC) - Rail Structures

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	699	100.00%	
Subtotal	699	100.00%	0

Actionable Requests

699

Member

Toronto, City of - BIA

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	247	79.42%				
B 6-10			12	3.86%		
C 11-15			2	0.64%		
D 16+					50	16.08%
Subtotal	247	79.42%	14	4.50%	50	16.08%
Actionable Requests	311					

Toronto, City of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+			19	0.97%	31	1.59%
C 11-15			31	1.59%	7	0.36%
B 6-10			95	4.86%	19	0.97%
A 0-5	1,752	89.66%				
Subtotal	1752	89.66%	145	7.42%	57	2.92%
Actionable Requests	1954					

Toronto, City of - Water and Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			171	4.94%	24	0.69%
C 11-15			37	1.07%	15	0.43%
D 16+			21	0.61%	47	1.36%
A 0-5	3,146	90.90%				
Subtotal	3146	90.90%	229	6.62%	86	2.48%
Actionable Requests	3461					

Toronto, University of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	79	79.80%				
B 6-10			19	19.19%		
D 16+					1	1.01%
Subtotal	79	79.80%	19	19.19%	1	1.01%
Actionable Requests	99					

Member

Trans Canada Utilities for York Region Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	596	69.46%				
B 6-10			161	18.76%	3	0.35%
C 11-15			58	6.76%	4	0.47%
D 16+			17	1.98%	19	2.21%
Subtotal	596	69.46%	236	27.51%	26	3.03%
Actionable Requests	858					

TransCanada Pipelines - East

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			5	0.37%	4	0.30%
D 16+			5	0.37%	132	9.90%
B 6-10			20	1.50%	4	0.30%
A 0-5	1,164	87.26%				
Subtotal	1164	87.26%	30	2.25%	140	10.49%
Actionable Requests	1334					

TransCanada Pipelines - North

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			16	15.09%		
C 11-15			9	8.49%		
D 16+			7	6.60%	26	24.53%
A 0-5	48	45.28%				
Subtotal	48	45.28%	32	30.19%	26	24.53%
Actionable Requests	106					

Trans-Northern Pipelines (TN01)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					1	0.18%
A 0-5	561	99.47%				
B 6-10					2	0.35%
Subtotal	561	99.47%	0		3	0.53%
Actionable Requests	564					

Member

Trans-Northern Pipelines (TN02)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15					1	1.10%
A 0-5	87	95.60%				
B 6-10					3	3.30%
Subtotal	87	95.60%	0		4	4.40%
Actionable Requests	91					

Trent Hills, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	50	87.72%				
B 6-10			7	12.28%		
Subtotal	50	87.72%	7	12.28%	0	
Actionable Requests	57					

Trent Lakes, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	3	21.43%				
D 16+					11	78.57%
Subtotal	3	21.43%	0		11	78.57%
Actionable Requests	14					

Trent University

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

Tribute Gas

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	97	62.18%				
B 6-10			25	16.03%		

Member

D 16+			5	3.21%	29	18.59%
Subtotal	97	62.18%	30	19.23%	29	18.59%

Actionable Requests 156

Tuckersmith Communications

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	366	98.92%	
D 16+			4
Subtotal	366	98.92%	4

Actionable Requests 370

Tweed, Municipality of

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

Actionable Requests 8

University Health Network

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	15	78.95%	
B 6-10		4	21.05%
Subtotal	15	4	0

Actionable Requests 19

University Health Network - Princess Margaret

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

Actionable Requests 10

University Health Network - Toronto General

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
D 16+			20
Subtotal	0	0	20

Actionable Requests 20

Member

University Health Network - Toronto Western

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	10	58.82%				
B 6-10			7	41.18%		
Subtotal	10	58.82%	7	41.18%	0	
Actionable Requests	17					

University of Western Ontario

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			12	17.14%		
D 16+			1	1.43%	57	81.43%
Subtotal	0		13	18.57%	57	81.43%
Actionable Requests	70					

University of Windsor

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

UpLink Communications Inc

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

Upper Canada District School Board

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

Uxbridge, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
D 16+					12	5.06%

Member

A 0-5	210	88.61%				
B 6-10			15	6.33%		
Subtotal	210	88.61%	15	6.33%	12	5.06%

Actionable Requests 237

Val Rita-Harty, 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

Vale 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

Vaughan, City of (Street Lights)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	341	45.05%				
B 6-10			21	2.77%		
C 11-15			82	10.83%		
D 16+			43	5.68%	270	35.67%
Subtotal	341	45.05%	146	19.29%	270	35.67%

Actionable Requests 757

Vaughan, City of (Traffic Signals)

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	3	12.50%				
D 16+					9	37.50%
C 11-15			7	29.17%		
B 6-10			5	20.83%		
Subtotal	3	12.50%	12	50.00%	9	37.50%

Actionable Requests 24

Member

Vaughan, City of (Water, Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	546	100.00%				
Subtotal	546	100.00%	0		0	
Actionable Requests	546					

Vianet (768812 Ontario Inc)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	915	100.00%				
Subtotal	915	100.00%	0		0	
Actionable Requests	915					

Videotron Senc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	231	58.48%				
B 6-10			30	7.59%	3	0.76%
C 11-15			6	1.52%		
D 16+			2	0.51%	123	31.14%
Subtotal	231	58.48%	38	9.62%	126	31.90%
Actionable Requests	395					

Wainfleet Wind Power

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

Walker Environmental Group 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					

Warwick, Township of

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

D 16+					30	100.00%
Subtotal	0		0		30	100.00%

Actionable Requests

30

Wasaga Beach Distribution

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	271	100.00%				
Subtotal	271	100.00%	0		0	

Actionable Requests

271

Wasaga Beach, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	0.75%		
D 16+					5	1.89%
A 0-5	258	97.36%				
Subtotal	258	97.36%	2	0.75%	5	1.89%

Actionable Requests

265

Waste Connections of Canada

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

Actionable Requests

6

Waste Management Canada

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

Actionable Requests

6

Waterloo Fibre

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	36	90.00%				
B 6-10			2	5.00%		
D 16+					2	5.00%

Member

Subtotal	36	90.00%	2	5.00%	2	5.00%
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Actionable Requests	40
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Waterloo, City of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	863	95.78%				
B 6-10			3	0.33%		
C 11-15			3	0.33%		
D 16+			1	0.11%	31	3.44%
Subtotal	863	95.78%	7	0.78%	31	3.44%

Actionable Requests	901
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Waterloo, Region of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	250	94.70%				
B 6-10			13	4.92%		
D 16+					1	0.38%
Subtotal	250	94.70%	13	4.92%	1	0.38%

Actionable Requests	264
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Waterloo, Region of - Rural Storm Sewers

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	80	78.43%				
D 16+			5	4.90%	4	3.92%
B 6-10			9	8.82%		
C 11-15			4	3.92%		
Subtotal	80	78.43%	18	17.65%	4	3.92%

Actionable Requests	102
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Waterloo, Region of (North Dumfries Wellesley Water)

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
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A 0-5	211	80.23%				
B 6-10			35	13.31%		
C 11-15			8	3.04%	1	0.38%
D 16+			3	1.14%	5	1.90%

Member

Subtotal	211	80.23%	46	17.49%	6	2.28%
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Actionable Requests	263					
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Waterloo, University of

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

Actionable Requests	3					
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WaveDirect Telecommunications

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

Actionable Requests	12					
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Wawa, Municipality of

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

Actionable Requests	10					
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Welland Hydro

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	438	93.39%				
B 6-10			23	4.90%	1	0.21%
D 16+			3	0.64%	4	0.85%
Subtotal	438	93.39%	26	5.54%	5	1.07%

Actionable Requests	469					
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Welland, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			5	0.64%		
B 6-10			170	21.82%		
A 0-5	602	77.28%				

Member

D 16+			1	0.13%	1	0.13%
Subtotal	602	77.28%	176	22.59%	1	0.13%

Actionable Requests

779

Welland, City of - Streetlights

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	721	95.12%	
B 6-10		28	3.69%
C 11-15		1	0.13%
D 16+		3	0.40%
Subtotal	721	95.12%	32
		4.22%	5

Actionable Requests

758

Wellesley, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
B 6-10		22	16.06%
D 16+			6
A 0-5	109	79.56%	
Subtotal	109	79.56%	22
		16.06%	6

Actionable Requests

137

Wellington North Power Inc

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

Actionable Requests

109

Wellington North, Township Of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	100	100.00%	
Subtotal	100	100.00%	0

Actionable Requests

100

Wellington, County of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	30	76.92%	

Member

B 6-10			7	17.95%		
D 16+					2	5.13%
Subtotal	30	76.92%	7	17.95%	2	5.13%

Actionable Requests 39

West Elgin, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	58	82.86%	
D 16+			3
B 6-10		8	11.43%
C 11-15		1	1.43%
Subtotal	58	82.86%	9

Actionable Requests 70

West Grey, Municipality of

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

Actionable Requests 39

West Lincoln, Township of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	40	90.91%	
D 16+			4
Subtotal	40	90.91%	0

Actionable Requests 44

West Nipissing, Municipality of

Completed within	Compliant	Non-Compliant	Non-Compliant No Response
A 0-5	83	95.40%	
B 6-10		2	2.30%
D 16+			2

Member

Subtotal	83	95.40%	2	2.30%	2	2.30%
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Actionable Requests	87					
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West Perth, Municipality of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	27	75.00%				
B 6-10			7	19.44%		
D 16+			1	2.78%	1	2.78%
Subtotal	27	75.00%	8	22.22%	1	2.78%

Actionable Requests	36					
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West Windsor Power

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

Actionable Requests	9					
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Westario Power

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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D 16+			35	7.97%	33	7.52%
C 11-15			76	17.31%		
A 0-5	154	35.08%				
B 6-10			141	32.12%		
Subtotal	154	35.08%	252	57.40%	33	7.52%

Actionable Requests	439					
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Westport, Village of

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

Actionable Requests	2					
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Whitby, Town of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
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A 0-5	234	42.94%				
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Member

B 6-10			5	0.92%	2	0.37%
D 16+			6	1.10%	298	54.68%
Subtotal	234	42.94%	11	2.02%	300	55.05%

Actionable Requests 545

Whitchurch-Stouffville, Town of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	582	98.48%				
D 16+					9	1.52%
Subtotal	582	98.48%	0		9	1.52%

Actionable Requests 591

White River, 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

Whitewater Region, Township of

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1	3.03%				
D 16+					32	96.97%
Subtotal	1	3.03%	0		32	96.97%

Actionable Requests 33

Wightman Telecom Fibre Ltd

Completed within Compliant Non-Compliant Non-Compliant No Response

A 0-5	1,396	87.14%				
D 16+			31	1.94%	21	1.31%
C 11-15			38	2.37%		
B 6-10			116	7.24%		
Subtotal	1396	87.14%	185	11.55%	21	1.31%

Actionable Requests 1602

Wilfrid Laurier University

Completed within Compliant Non-Compliant Non-Compliant No Response

Member

A 0-5	14	93.33%				
D 16+					1	6.67%
Subtotal	14	93.33%	0		1	6.67%

Actionable Requests 15

Wilmot, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	77	85.56%				
B 6-10			2	2.22%		
D 16+					11	12.22%
Subtotal	77	85.56%	2	2.22%	11	12.22%

Actionable Requests 90

Windlectric Inc

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

Actionable Requests 3

Windsor Utilities Commission

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	329	86.81%				
B 6-10			44	11.61%	1	0.26%
C 11-15			4	1.06%	1	0.26%
Subtotal	329	86.81%	48	12.66%	2	0.53%

Actionable Requests 379

Windsor, City of - Sewer

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	659	97.49%				
B 6-10			16	2.37%		
C 11-15			1	0.15%		
Subtotal	659	97.49%	17	2.51%	0	

Actionable Requests 676

Member

Windsor, City of - Streetlights

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	931	98.94%				
B 6-10			9	0.96%		
C 11-15			1	0.11%		
Subtotal	931	98.94%	10	1.06%	0	
Actionable Requests	941					

Windsor, City of - Traffic

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	151	100.00%				
Subtotal	151	100.00%	0		0	
Actionable Requests	151					

Wireless Farm Inc.

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			2	40.00%		
D 16+					3	60.00%
Subtotal	0		2	40.00%	3	60.00%
Actionable Requests	5					

Woodstock, City of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	514	93.97%				
B 6-10			18	3.29%		
C 11-15			1	0.18%		
D 16+			1	0.18%	13	2.38%
Subtotal	514	93.97%	20	3.66%	13	2.38%
Actionable Requests	547					

Woodstock, City of (Sanitary & Storm Sewer)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	430	92.87%				
B 6-10			11	2.38%		
C 11-15			1	0.22%		

Member

D 16+			1	0.22%	20	4.32%
Subtotal	430	92.87%	13	2.81%	20	4.32%

Actionable Requests

463

Woodstock, City of (Street lights)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
B 6-10			14	4.55%		
C 11-15			1	0.32%		
D 16+			1	0.32%	5	1.62%
A 0-5	287	93.18%				
Subtotal	287	93.18%	16	5.19%	5	1.62%

Actionable Requests

308

Woolwich, township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	321	89.92%				
B 6-10			36	10.08%		
Subtotal	321	89.92%	36	10.08%	0	

Actionable Requests

357

WTC Communications

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	76	83.52%				
B 6-10			9	9.89%		
C 11-15			1	1.10%		
D 16+					5	5.49%
Subtotal	76	83.52%	10	10.99%	5	5.49%

Actionable Requests

91

Xplore Inc

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	152	78.35%				
B 6-10			17	8.76%		
C 11-15			13	6.70%		
D 16+			5	2.58%	7	3.61%

Member

Subtotal	152	78.35%	35	18.04%	7	3.61%
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Actionable Requests	194
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Xplore Inc - formerly Metroloop

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			5	0.83%		
D 16+			1	0.17%	6	0.99%
A 0-5	504	83.31%				
B 6-10			52	8.60%	37	6.12%
Subtotal	504	83.31%	58	9.59%	43	7.11%

Actionable Requests	605
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Xstrata

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

Actionable Requests	1
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York, Region of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	740	98.93%				
D 16+					8	1.07%
Subtotal	740	98.93%	0		8	1.07%

Actionable Requests	748
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York, Region of (Traffic, St Lights, Storm Sewer, Culverts)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
C 11-15			56	3.18%		
D 16+			13	0.74%	11	0.62%
B 6-10			360	20.43%		
A 0-5	1,322	75.03%				
Subtotal	1322	75.03%	429	24.35%	11	0.62%

Actionable Requests	1762
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Zayo Canada Inc

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

B 6-10			195	11.54%		
C 11-15			118	6.98%		
D 16+			72	4.26%	86	5.09%
A 0-5	1,219	72.13%				
Subtotal	1219	72.13%	385	22.78%	86	5.09%

Actionable Requests

1690

Zayo Canada Inc (ZAYOON10)

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	141	54.23%				
D 16+					119	45.77%
Subtotal	141	54.23%	0		119	45.77%

Actionable Requests

260

Zibi Community Utility LP

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

Actionable Requests

9

Zorra, Township of

Completed within	Compliant		Non-Compliant		Non-Compliant No Response	
A 0-5	142	100.00%				
Subtotal	142	100.00%	0		0	

Actionable Requests

142