

1 **SkyPower INTERROGATORY #1 List 1**

2
3 **Interrogatory**

4
5 Ref: Hydro One's letter, dated July 28, 2008, and attached Distributed Generation
6 Connections Monthly Program Status & Monitoring Report (Revised); page 4

7
8 At page 4 of the Distributed Generation Connections Monthly Program Status &
9 Monitoring Report (Revised), Hydro One states:

10
11 *"... As a result, the average turnaround time for applications*
12 *received in May and thereafter has increased. If CIA*
13 *completion levels were to remain at 25/month, as they were in*
14 *June, turnaround times for CIAs received since May would be*
15 *about 10 months. Hydro One is developing and will implement*
16 *process improvements which are expected to increase the*
17 *number of CIAs we can process per month, but we have not fully*
18 *evaluated the impact of these changes on our capacity to*
19 *process CIAs. "*

- 20
21 (a) Please outline, in detail, the nature of the "process improvements" that Hydro One is
22 developing.
23
24 (b) As of now, has Hydro One had an opportunity to fully evaluate the impact of the
25 process improvements on its capacity to process CIAs? If not, why? If yes, please
26 provide detail on the expected results.

27
28 **Response**

- 29
30 a) The process improvements that Hydro One is developing are:
31
32 i) workflow improvements to ensure that applications are processed expediently
33 when they arrive.
34 ii) set up an improved filing system for records
35 iii) provide better training and training resources for staff
36 iv) investigate other options to outsource significant parts of the work for Generation
37 Connections
38 All of these improvements are part of the evolution of the Generation Connections
39 function into a more mature part of the business.
40
41 b) Hydro One is currently assessing the impact of these improvements and will continue
42 to make adjustments as necessary to ensure the quantity of CIA's is increased.

1 **SkyPower INTERROGATORY #2 List 1**

2
3 **Interrogatory**

4
5 Ref: Hydro One Application; page 2

6
7 In its Application, Hydro One states that:

8
9 *"Even before the launch of the Renewable Energy Standard Offer Program*
10 *("RESOP") on November 1,2006, Hydro One had received a wave of increased*
11 *applications for generator connections....."*

12
13 (a) Please indicate the percent of Form A Applications (request for preliminary
14 meeting pursuant to section 6.2.9 of the Distribution System Code) versus Form B
15 Applications (request for formal CIA pursuant to section 6.2.13 of the
16 Distribution System Code) that Hydro One received prior to the launch of the
17 RESOP.

18
19 (b) Please indicate the percent of Form A Applications versus Form B Applications
20 that Hydro One received after the launch of the RESOP.

21
22 **Response**

23
24 (a) Prior to the launch of the RESOP, about 60 % of the complete applications received
25 by Hydro One were Form A Applications and about 40% were Form B Applications.

26
27 (b) After the launch of the RESOP, about 32% of the complete applications received
28 were for Form A Applications and about 68% were for Form B applications.

29

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29

SkyPower INTERROGATORY #3 List 1

Interrogatory

Ref: Hydro One's Application; page 4

In its Application at page 4, Hydro One states that:

"... The level of staffing dedicated to embedded generation connections has increased from 2.5 staff in early 2006 to 27 staff at this time to increase the Company's ability to complete CIA studies and respond to other proponent needs, including IFAs, cost estimates, technical enquiries and reworks. Hydro One has used a combination of permanent and contract staff. It is difficult, and likely imprudent, to make a business case for hiring all permanent staff in work programs that fluctuate on a monthly basis and may not require long-term staff levels to manage the work load ..."

- (a) Please indicate the percentage of permanent versus contract staff that are assigned to the Generation Connections unit.
- (b) In Hydro One's view, in the current market, is it possible to significantly increase the number of contract staff (to provide short-term assistance to the Generation Connections unit)?

Response

- (a) See the response to OEB Staff Interrogatory #1.
- (b) See response to CanWEA Interrogatory #4(b).

SkyPower INTERROGATORY #4 List 1

Interrogatory

Ref: Hydro One Response to OEB (Board Staff) Interrogatory #4 List 1

In its response, Hydro One states that:

"... Since the application was filed Hydro One has continued to add additional management and technical staff in the Generation Connections area. We have added 3 more fulltime staff, two more students and we currently have job ads posted for 4 more fulltime staff. Hydro One now has 32 staff in total assigned to the Generation Connections unit and 4 more being recruited."

- (a) As of now, has Hydro One filled the four posted fulltime staff positions? If not, why?
- (b) Please indicate the level of experience (number of years) for each staff member assigned to the Generation Connections unit. For example, indicate the number of staff that have: (a) less than 1 year experience; (b) 1 to 3 years experience; (c) 4 to 10 years; and (d) 10+ years experience.
- (c) What percentage of the total number of staff assigned to the Generation Connections are full time?

Response

- (a) The 4 full-time positions have been filled but there has only been a net increase of 2 staff.. 2 of the positions were filled by existing staff and so their positions now remain to be backfilled.
- (b) There are 6 permanent staff with more than 10 years of experience.
There are 3 permanent staff with 4 to 10 years of experience.
There are 5 permanent staff with less than 4 years of experience.
There are 2 permanent staff with less then one year experience in Generation Connections and will require development and training from more senior staff.

Typically, temporary staff have less experience in Generation Connections than permanent staff, and are closely supervised by permanent staff.
- (c) The staff in the Generation Connections unit are assigned to Generation Connections work on a full time basis and there are no part time staff so the percentage is 100%.

1 **SkyPower INTERROGATORY #5 List 1**

2
3 **Interrogatory**

4
5 Ref: Hydro One Response to OEB (Board Staff) Interrogatory #5 List 1

6
7 In its response, Hydro One states that:

8
9 "... *The following steps are involved in undertaking a CIA:*

- 10 1. *Validate customer information and eligibility for CIA assessment Of the project*
11 2. *Assign an identification number (ID #) to the project and include it in the Hydro One*
12 *Project Tracking Sheet/Database*
13 3. *Obtain feeder model and relevant data for the CIA study. This step is not requiredfor*
14 *an Expedited CIA*
15 4. *Perform CIA study. This is to ensure that the project will meet technical criteria. The*
16 *study complexity is less for an Expedited CIA than for a Detailed CIA"*

- 17
18 (a) At what stage in the process is Hydro One able to accurately determine whether the
19 proposed project is above the red line (*i.e.*, sufficient room for connection) or below
20 the red line (*i.e.*, insufficient room for connection)?
21 (b) How many Form B CIA applications have been completed and submitted to Hydro
22 One (*i.e.*, not those that have been granted, but those that are pending)?
23 (c) If an Expedited CIA and/or Detailed CIA must be completed in order to determine if a
24 proposed project is above or below the red line, please indicate the number of CIAs
25 completed wherein Hydro One concluded that the proposed project was below the red
26 line.
27 (d) In terms of the total number of pending Form B CIA Applications, please indicate
28 whether Hydro One is able to determine the percent of these Applications that are
29 below the red line.
30 (e) Since filing the Application, has Hydro One developed a methodology to ensure that a
31 proponent receives timely notification that its proposed project is below the red line?

32
33 **Response**

- 34
35 (a) An initial assessment of whether a project is above the red line is normally made
36 within 2 weeks of Hydro One receiving a complete application.
37
38 (b) 1432 Complete Form B CIA applications have been received by Hydro One. (This
39 includes applications for reworks to CIA's, eligible and ineligible applications)
40
41 (c) Normally a CIA is not required to determine if a project is above or below the red line
42 as this is done in the initial assessment. In some cases, a CIA may reveal additional
43 information that would result in a project being marked below the red line.
44
45 (d) Hydro One has received 1432 CIA applications and 650 of these are not eligible for
46 assessment due to known technical constraints and are below the red line. There are

1 782 applications eligible for assessment, or above the red line, of which 545 have
2 been completed and 237 are pending completion as of the end of August 2008.

3

4 (e) Hydro One's current process is based on notifying generators within two weeks if
5 they are below the red line although this has not always been achievable in the past
6 based on volume of requests. There is a process improvement initiative currently
7 underway to reduce this time further.

8

1 **SkyPower INTERROGATORY #6 List 1**

2
3 **Interrogatory**

4
5 Ref: Hydro One Response to OEB (Board Staff) Interrogatory #5 List 1

6
7 In its response, Hydro One states that:

8
9 *"... The following steps are involved in undertaking a CIA:*

- 10 *1. Validate customer information and eligibility for CIA assessment of the project*
11 *2. Assign an identification number (ID #) to the project and include it in the Hydro*
12 *One Project Tracking Sheet/Database*
13 *3. Obtainfeeder model and relevant data for the CIA study. This step is not required*
14 *for an Expedited CIA*
15 *4. Perform CIA study. This is to ensure that the project will meet technical criteria.*
16 *The study complexity is less for an Expedited CIA than for a Detailed CIA...."*

17
18 (a) At what stage in the process is Hydro One able to accurately determine whether the
19 proposed project is situated on a feeder that is at capacity?

20
21 (b) Since filing the Application, has Hydro One developed a methodology to ensure
22 that a proponent receives timely notification that its proposed project is situated on
23 a feeder that is at capacity?

24
25 **Response**

26
27 (a) Please see the response to your Interrogatory # 5. If the feeder is at capacity the
28 project will be placed below the red line.

29
30 (b) Since Hydro One filed its request for a 12 month exemption from the timelines related to
31 providing assessments and other information to generation applicants on November 30,
32 2007, Hydro One has put in place an Application Audit Process that allows Hydro One to
33 provide notification to a project proponent regarding the completeness of an application
34 and the eligibility of a project for a CIA study within about 2 weeks of Hydro One
35 receiving the application.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27

SkyPower INTERROGATORY #7 List 1

Interrogatory

Ref: Hydro One Response to OEB (Board Staff) Interrogatory #10 List 1

In its response, Hydro One states that:

"... In spite of the very high priority Hydro One has put on generation connections, as well as the significant increase in resources, Hydro One simply can not keep up with the level of CIA requests that it continues to receive. In fact, depending on the rate of new applications, Hydro One may need to seek an extension to this exemption for longer than 12 months."

- (a) In Hydro One's view, it is possible to outsource any portion of the process relating to generation connection (to assist in alleviating the backlog)?
- (b) If outsourcing is possible, please indicate whether Hydro One has considered this option. If not, why?

Response

- (a) See the response to your interrogatory # 3 and CanWEA Interrogatory # 4b. Hydro One believes the same issues exist for outsourcing as for the use of contract staff.
- (b) Please see the response to a) above.