



EB-2014-0247

NOTICE OF APPLICATION AND HEARING

Hydro One Networks Inc.

Application for a Permanent Exemption from Section 7.5.2 of the Distribution System Code

The Application

Hydro One Networks Inc. ("Hydro One") filed an application dated May 30, 2014 with the Ontario Energy Board (the "OEB") for a permanent exemption from section 7.5.2 of the OEB's Distribution System Code (the "Code") as it applies to section 7.5.1 of the Code.

Section 7.5.1 of the Code sets out electricity distributors' obligations relating to missed and re-scheduled appointments with customers. Section 7.5.2 of the Code requires that that these obligations be met 100% of the time on a yearly basis. In its application, Hydro One requests a permanent exemption from the 100% requirement and proposes that the OEB direct Hydro One to meet these requirements 90% of the time on a yearly basis.

The application was filed as part of Hydro One's updated evidence in its distribution rates case currently before the OEB (File No. EB-2013-0416). The OEB will hear this application at the same time as Hydro One's distribution rates application. The Board is holding an oral hearing on the distribution rates application.

How to see the Application

To see a copy of the application, go to the Consumer page of the OEB's website and enter the case number [EB-2014-0247] in the "Find an Application" box. A copy can also be seen at the OEB's office and at Hydro One's office at the addresses indicated below, or on Hydro One's website at www.HydroOne.com. You can also contact Hydro One at 1-888-664-9376 to obtain a copy of the application.

Comments

If you wish to give your opinion on the application, you may file a written letter of comment to the OEB by **September 7, 2014**. A complete copy of your letter of comment, including your name, contact information, and the content of the letter, will be provided to the applicant and the OEB panel hearing the application. All letters of comment will be placed on the public record, which means that the letters can be seen at the OEB's offices and will be available on the OEB's website. Before placing the letter of comment on the public record, the OEB will remove any personal (i.e., not business) contact information from the letter of comment (i.e., the address, fax number, phone number, and e-mail address of the individual). However, the name of the individual and the content of the letter of comment will become part of the public record.

How to File Letters of Comment with the OEB

Your letter must quote file number **EB- 2014-0247** and clearly state the sender's name, postal address, telephone number and email address. You must forward two paper copies and, if possible, an electronic copy in Word format and in searchable PDF format of your letter of comment to the OEB and one copy to the applicant. The letters should be directed to the attention of the Board Secretary at the address below, and be received no later than 4:45 p.m. on the required date.

IMPORTANT

IF YOU DO NOT FILE A LETTER OF COMMENT IN ACCORDANCE WITH THIS NOTICE, THE OEB MAY PROCEED WITHOUT YOUR PARTICIPATION AND YOU WILL NOT BE ENTITLED TO FURTHER NOTICE IN THIS PROCEEDING.

Addresses

Ontario Energy Board:

Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Attention: Board Secretary
Filings:
<https://www.pes.ontarioenergyboard.ca/eservice/>
Email: boardsec@ontarioenergyboard.ca
Tel: 1-888-632-6273 (Toll free)
Fax: 416-440-7656

Applicant:

Hydro One Networks Inc.
7th Floor, South Tower
483 Bay Street
Toronto, ON M5G 2P5
Attention: Erin Henderson
Email: regulatory@HydroOne.com
Tel: (416) 345-4479
1-888-664-9376 (Toll free)
Fax: (416) 345-5866

DATED at Toronto, August 7, 2014

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary