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Susan Frank

Vice President and Chief Regulatory Officer
Regulatory Affairs

BY COURIER

September 12, 2012

Ms. Kirsten Walli
Secretary
Ontario Energy Board
Suite 2700, 2300 Yonge Street
P.O. Box 2319
Toronto, ON.
M4P 1E4

Dear Ms. Walli:

EB-2011-0118 – Hydro One Networks’ Request for Exemption from Section 6.2.6 & 6.2.7 of the Distribution System Code – Hydro One Networks’ Compliance Report

As stipulated in Ontario Energy Board’s Order #1 on December 14, 2011, Hydro One Networks Inc. is filing a compliance report for the month of August, 2012. The compliance report is attached.

Sincerely,

ORIGINAL SIGNED BY SUSAN FRANK

Susan Frank
(attach)

Hydro One Networks DSC Exemption

EB-2011-0118

Compliance Report – August 1 to August 31, 2012

MONTHLY HIGHLIGHTS UPDATE

For the period of August 1 to August 31st, Hydro One continues to be compliant with the terms set out in the Distribution System Code; with respect to the processing of applications for indirect connections which do not require a site visit (Group A) as seen in Table 1- Volume of Applications and Compliance Status.

For processing applications for indirect connections which require a site visit (Group B), Hydro One has been able to meet the timelines of the exemption, but not the Distribution System Code.

The non-compliant project for processing applications for a direct connection (Group C) exceeded the timeline as this project is the subject of a service area amendment with Wasaga Distribution Inc. The customer is currently served by Hydro One and we are not able to make them an offer to connect, but chose not to issue a refusal as there is a viable option that will allow this project to connect. Once the service area amendment is approved, Wasaga Distribution will be serving the customer and they will be responsible for making an offer to connect.

TABLE 1 – VOLUME OF APPLICATIONS AND COMPLIANCE STATUS

Type of Connection	Total Projects	Offers to Connect		Refusals		Under Review	
		C	N/C	C	N/C	w/in time	N/C
15 days Indirect ¹	144	92	0	48	0	4	0
15 days, Indirect & site visit	95	37	3	4	0	51	0
30 days, Indirect & site visit	95	40	0	4	0	51	0
60 days, Direct ²	263	19	0	33	0	210	1

"C" indicates compliant; "N/C" indicates non-compliant

TABLE 2 – APPLICATION HANDLE TIMES (# OF DAYS)

Type of Connection	Average	Maximum	Minimum
Indirect	2	7	1
Indirect & site visit	9	32	1
Direct	31	60	2

TABLE 3 – APPLICATIONS NO LONGER BEING PROCESSED

Type of Connection	Incomplete	Withdrawn	Expired
Indirect (Group A)	92*	44	79
Indirect & site visit (Group B)		9	38
Direct (Group C)	7	52	23
Total	99	105	140

* As the applications were incomplete Hydro One was not able to determine if a site visit was required.

TABLE 4 – CONNECTION COMPLIANCE STATUS

Total Projects	Connections Made		
	C	N/C	Mutual Deferral
157	67	2	88

TABLE 5 – VOLUME OF APPLICATIONS RECEIVED BY WEEK

Week Of	Applications Received
7/29/2012	112
8/5/2012	138
8/12/2012	140
8/19/2012	159
8/26/2012	166

¹ Indirect: Typical Parallel Metering Connection – Gang Meter Base or Direct Connection to Transformer

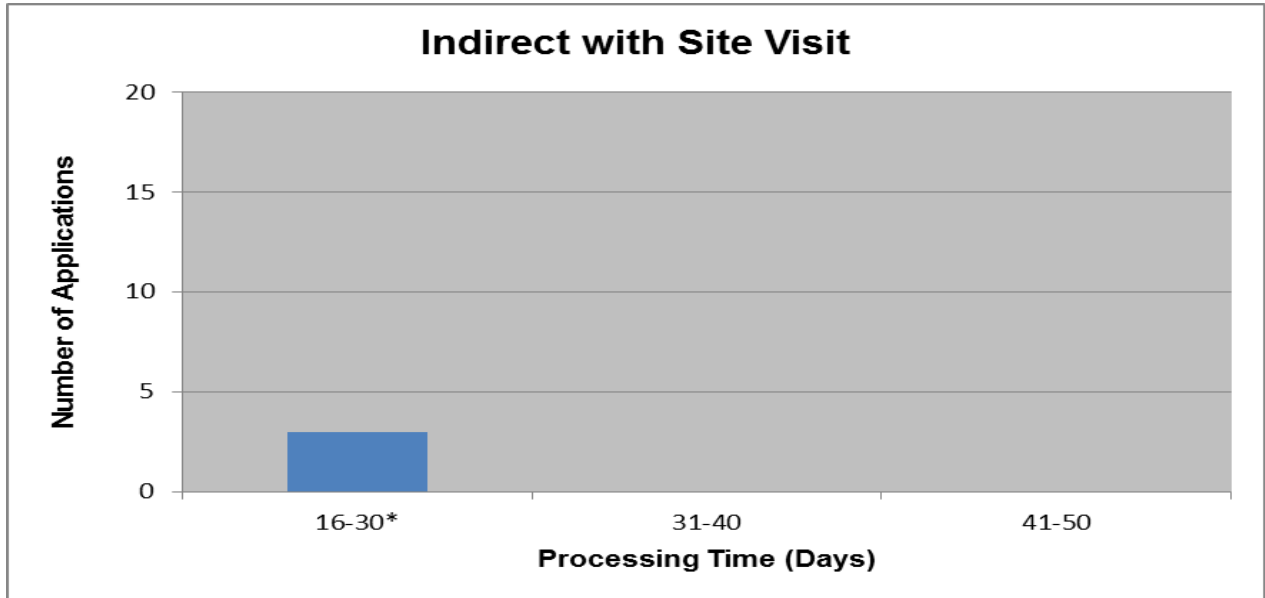
² Direct: Stand-Alone Connection

GRAPHS - DATE GROUPINGS OF APPLICATIONS PROCESSED LATE FOR THE PERIOD AUGUST 1ST TO AUGUST 31ST, 2012

Graph 1 – Indirect Connections

Hydro One was fully compliant with processing applications for indirect connections without a site visit.

Graph 2 – Indirect Connections That Require a Site Visit



* Compliant with the provisions of the Exemption

Graph 3 –Direct Connections

