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Susan Frank

Vice President and Chief Regulatory Officer
Regulatory Affairs

BY COURIER

June 11, 2013

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 & EB-2012-0343 – 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 Decision and Order of November 8 , 2012 (under EB-2012-0343) and per Order #1 on December 14, 2011 (under EB-2011-0118), Hydro One Networks Inc. is filing a compliance report for the month of May, 2013. The compliance report is attached.

Sincerely,

ORIGINAL SIGNED BY ODED HUBERT FOR SUSAN FRANK

Susan Frank
(attach)

Hydro One Networks DSC Exemption

EB-2011-0118

Compliance Report – May 1 to May 31, 2013

MONTHLY HIGHLIGHTS UPDATE

For the month of May, Hydro One was 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) and applications for direct connections (Group C).

For applications for indirect connections which require a site visit (Group B), Hydro One was unable to comply with the Distribution System Code, and in the case of two applications Hydro One was unable to meet the terms of the exemption. The processing delays are mainly due to the transition to Hydro One's new Customer Information System (CIS). The system was newly launched in May and is undergoing a stabilization phase. Issues encountered related to application processing have been rectified.

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	172	105	0	67	0	0	0
15 days, Indirect & site visit	146	70	8	22	0	37	9
30 days, Indirect & site visit	146	76	2	22	0	46	0
60 days, Direct ²	31	19	0	3	0	9	0

“C” indicates compliant; “N/C” indicates non-compliant

TABLE 2 – APPLICATION HANDLE TIMES (# OF DAYS)

Type of Connection	Average	Maximum	Minimum
Indirect	3	14	1
Indirect & site visit	9	64	1
Direct	11	26	2

TABLE 3 – APPLICATIONS NO LONGER BEING PROCESSED

Type of Connection	Incomplete	Withdrawn	Expired
Indirect (Group A)	55*	19	71
Indirect & site visit (Group B)		8	23
Direct (Group C)	1	3	5
Total	56	30	99

** 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
131	63	0	68

TABLE 5 – VOLUME OF APPLICATIONS RECEIVED BY WEEK

Week Of	Applications Received
4/28/2013	148
5/5/2013	136
5/12/2013	145
5/19/2013	96
5/26/2013	123

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

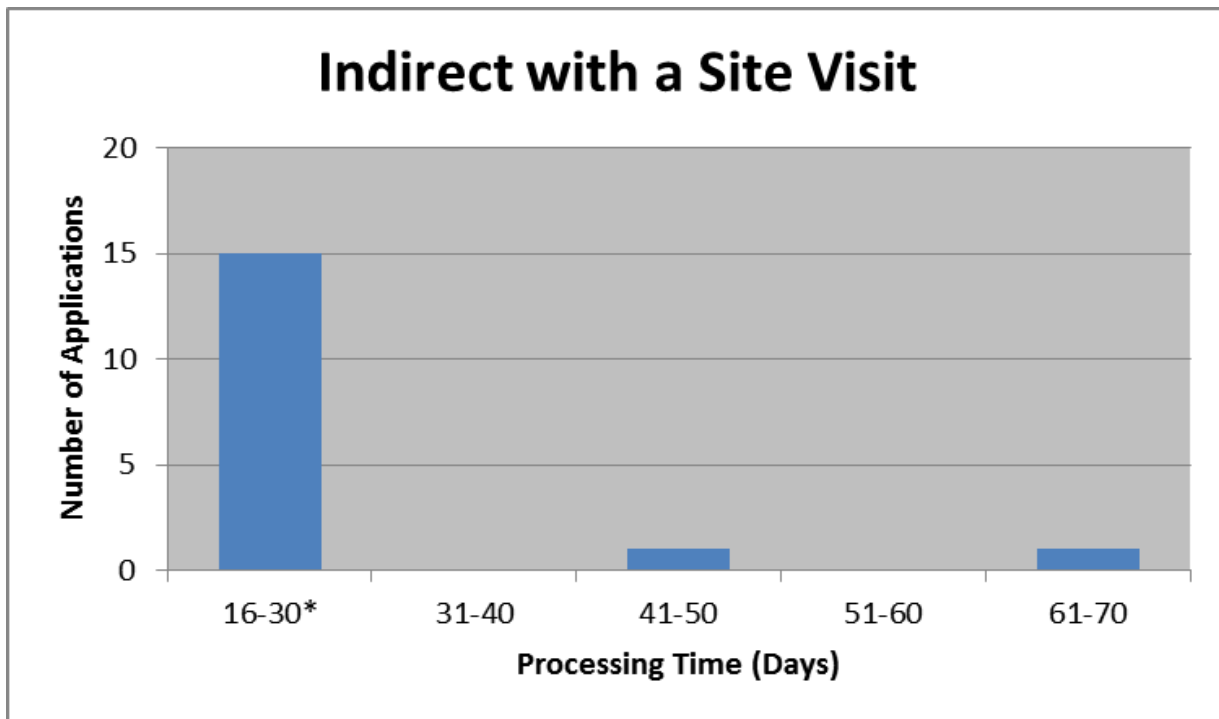
² Direct: Stand-Alone Connection

GRAPHS - DATE GROUPINGS OF APPLICATIONS PROCESSED LATE FOR THE PERIOD May 1ST TO May 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

Hydro One was fully compliant with processing applications for direct connections.