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**Susan Frank**

Vice President and Chief Regulatory Officer  
Regulatory Affairs



BY COURIER

January 11, 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 – Compliance Report**

As stipulated in Ontario Energy Board's Order #1 on December 14, 2011, Hydro One Networks Inc ("Hydro One") is filing a compliance report for the period of December 1 to 31, 2011. The compliance report is attached.

Sincerely,

ORIGINAL SIGNED BY SUSAN FRANK

Susan Frank  
(attach)

## **Hydro One Networks DSC Exemption**

### **EB-2011-0118**

#### **Compliance Report - December 1 to December 31, 2011**

##### **MONTHLY HIGHLIGHTS UPDATE**

During December, Hydro One continued to develop and implement process improvement initiatives that are outlined in its Compliance Plan. The initiatives provided some benefit to achieving compliance and it is anticipated that they will continue to increase the company's reported compliance.

The Web-based version of the Micro Embedded Generation Connection Application ("Electronic Form C") was launched on December 15<sup>th</sup>. Since that date, Hydro One's average application processing times have improved. In addition, the Electronic Form C has eliminated manual data entry of application information by the Business Customer Centre, and instead, has enabled automated data entry into the Customer Relationship Management (CRM) database. The Electronic Form C appears to have also created processing efficiencies as there has been a reduction in the number of incomplete applications received since December 15<sup>th</sup>.

A new Field Business Center (FBC) module was implemented in CRM on December 15<sup>th</sup> 2011. Field Staff will be trained on the module in January and begin using the tool shortly thereafter. The FBC staff plays a major role in scheduling the Provincial Lines Field Staff for Cost Estimates and Connections of microFIT generators. The FBC module reduces handoffs and improves communication between Lines of Business within Hydro One by allowing FBC staff to enter information directly into CRM; including scheduled dates, delays and other pertinent project information.

In Table 4, of the thirty non-compliant connections, five were delayed due to storm activity. For the five projects, their connections were delayed by an average of 3 days.

**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 <sup>1</sup>	288	136	0	135	0	17	0
15 days, Indirect & site visit	136	13	19	20	0	44	40
30 days, Indirect & site visit	136	27	5	20	0	74	10
60 days, Direct <sup>2</sup>	467	35	2	69	0	352	9

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

**TABLE 2 – APPLICATION HANDLE TIMES (# OF DAYS)**

Type of Connection	Average	Maximum	Minimum
Indirect	2	10	1
Indirect & site visit	12	39	1
Direct	17	64	1

**TABLE 3 – APPLICATIONS NO LONGER BEING PROCESSED**

Type of Connection	Incomplete	Withdrawn	Expired
Indirect (Group A)	67*	13	214
Indirect & site visit (Group B)		11	10
Direct (Group C)	5	20	30
Total	72	44	254

*\* 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
299	239	30*	30

*\* 5 projects under N/C are due to storm delay.*

<sup>1</sup> Indirect: Typical Parallel Metering Connection – Gang Meter Base or Direct Connection to Transformer

<sup>2</sup> Direct: Stand-Alone Connection

**TABLE 5 – VOLUME OF APPLICATIONS RECEIVED BY WEEK**

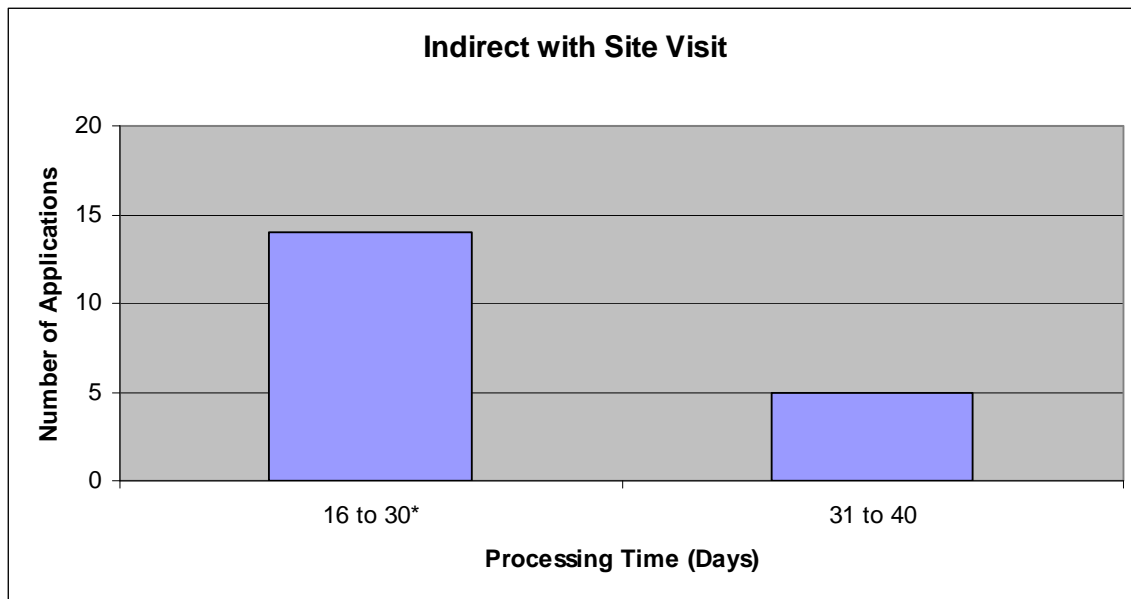
<b>Week Ending</b>	<b>Applications Received</b>
12/4/2011	278
12/11/2011	281
12/18/2011	180
12/25/2011	68

**GRAPHS - DATE GROUPINGS OF APPLICATIONS PROCESSED LATE FOR THE PERIOD DECEMBER 1<sup>ST</sup> TO DECEMBER 31<sup>ST</sup>, 2011**

**Graph 1 – Indirect Connections**

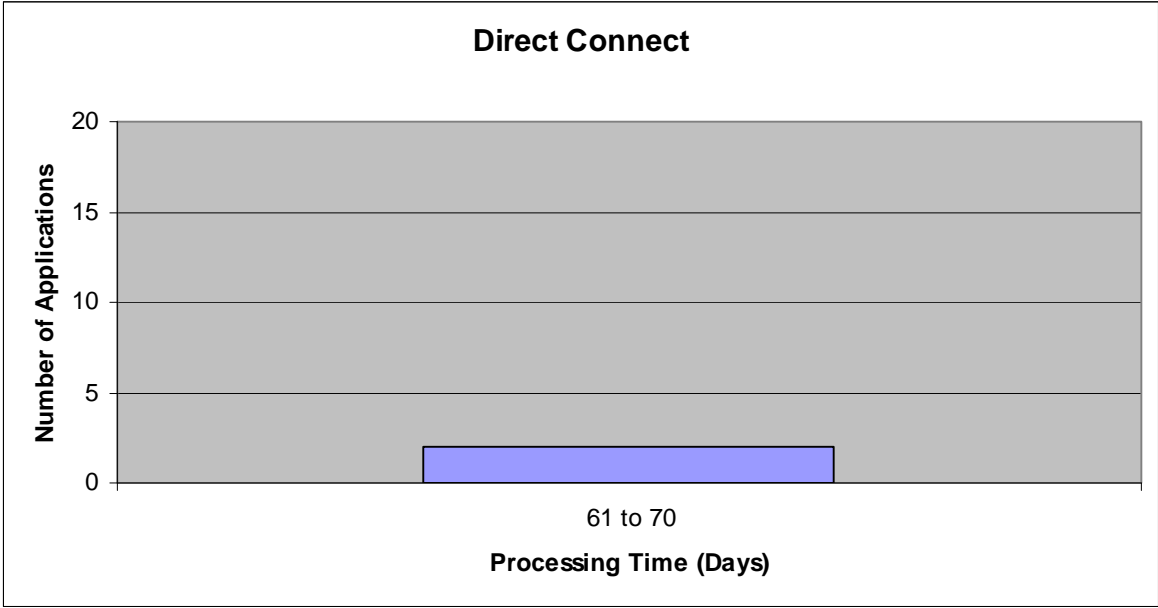
\* Hydro One was fully compliant with processing applications indirect connections without a site visit.

**Graph 2 – Indirect Connections That Require A Site Visit**



\* Compliant with the provisions of the Exemption

**Graph 3 –Direct Connections**



For Graphs 2 to 3, please note the change in scale from the previous report. The previous report scale was 0 to 140 applications. This month’s report has a scale of 0 to 20 applications.