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**Susan Frank**

Vice President and Chief Regulatory Officer  
Regulatory Affairs

BY COURIER

February 9, 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 (“Hydro One”) is filing a compliance report for the month of January, 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 - January 1 to January 31, 2012**

#### **MONTHLY HIGHLIGHTS UPDATE**

The number of incomplete applications received by Hydro One continues to be lower after the implementation of the web-based application form. Prior to the launch of the web-based form, the number of incomplete applications received was 169, compared with 72 in December and 75 in January.

Hydro One has moved closer to being compliant with the terms of Distribution System Code section 6.2.6 for processing applications for indirect connections that require a site visit (Group B). Specifically, performance has significantly improved in the Under Review – Non-Compliant category, which was 96 in October/November, 40 in December and is now only 5. This is directly related to the new Field Business Center (FBC) module of the Customer Relationship Management (CRM) System which has allowed for accurate tracking of customer and Hydro One delays.

The FBC module of CRM has streamlined processing across multiple Lines of Businesses, as well as decreased the administrative efforts in compiling data for monthly reporting. It has also allowed for accurate tracking of customer and Hydro One delays that may occur during the application and connection process.

**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>	302	157	0	145	0	0	0
15 days, Indirect & site visit	106	21	15	28	0	37	5
30 days, Indirect & site visit	106	31	5	28	0	39	3
60 days, Direct <sup>2</sup>	612	39	8	52	0	503	10

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

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

Type of Connection	Average	Maximum	Minimum
Indirect	1	9	1
Indirect & site visit	13	32	1
Direct	40	69	4

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

Type of Connection	Incomplete	Withdrawn	Expired
Indirect (Group A)	63*	21	152
Indirect & site visit (Group B)		4	11
Direct (Group C)	12	4	16
Total	75	29	179

*\* 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
286	215	37*	34

*\* 1 project under N/C is due to storm delay.*

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

Week Ending	Applications Received
1/1/2012	133
1/8/2012	185
1/15/2012	212
1/22/2012	261

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

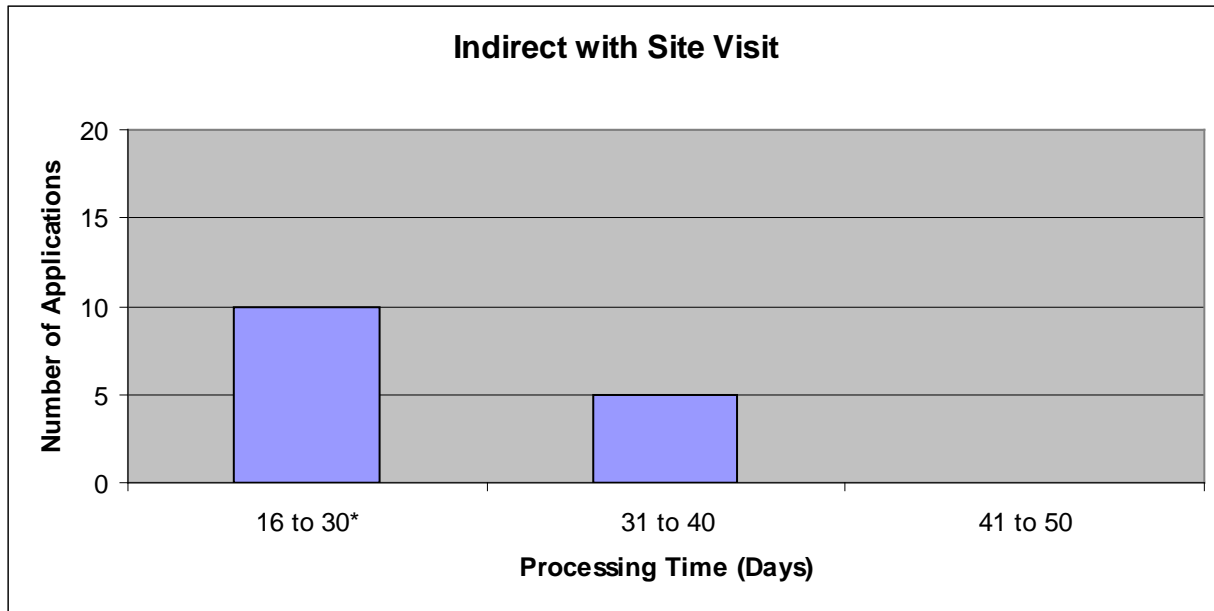
<sup>2</sup> Direct: Stand-Alone Connection

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

**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**

