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Susan Frank

Vice President and Chief Regulatory Officer
Regulatory Affairs

BY COURIER

May 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. is filing a compliance report for the month of May, 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 – April 1 to April 30, 2012

MONTHLY HIGHLIGHTS UPDATE

This month's report spans two periods – prior and subsequent to the expiry of Hydro One's exemptions on April 11, 2012. To provide greater transparency in tracking compliance with the terms of the exemption as opposed to the Distribution System Code (DSC) requirements, some of the information in this report has been separated into those two periods.

For the period of April 1 to April 11, Hydro One was near compliant with the terms set out in the exemption for processing applications and for physical connections. Hydro One failed to achieve compliance with the exemption timelines for one application and for two connections.

For the period of April 12 to April 30, Hydro One was fully compliant with the terms set out in the DSC for processing applications. With respect to connections, Hydro One failed to achieve compliance with the DSC for two connections.

TABLE 1 – VOLUME OF APPLICATIONS AND COMPLIANCE STATUS

April 1 to April 11, 2012

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	134	32	0	43	0	59	0
15 days, Indirect & site visit	81	8	1	5	0	59	8
30 days, Indirect & site visit	81	9	0	5	0	67	0
60 days, Direct ²	470	20	0	8	0	441	1

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

April 12 to April 30, 2012

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	198	130	0	66	0	2	0
15 days, Indirect & site visit	109	52	0	8	0	49	0
30 days, Indirect & site visit	109	52	0	8	0	49	0
60 days, Direct	110	20	0	20	0	70	0

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

TABLE 2 – APPLICATION HANDLE TIMES (# OF DAYS)

Type of Connection	Average	Maximum	Minimum
Indirect	2	14	1
Indirect & site visit	7	20	1
Direct	13	50	1

TABLE 3 – APPLICATIONS NO LONGER BEING PROCESSED

Type of Connection	Incomplete	Withdrawn	Expired
Indirect (Group A)	63*	19	426
Indirect & site visit (Group B)		53	50
Direct (Group C)	12	54	22
Total	75	126	498

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

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

² Direct: Stand-Alone Connection

TABLE 4 – CONNECTION COMPLIANCE STATUS

April 1 to April 11, 2012

Total Projects	Connections Made		
	C	N/C	Mutual Deferral
58	15	2	41

April 12 to April 30, 2012

Total Projects	Connections Made		
	C	N/C	Mutual Deferral
115	58	2	55

TABLE 5 – VOLUME OF APPLICATIONS RECEIVED BY WEEK

Week Of	Applications Received
4/1/2012	181
4/8/2012	173
4/15/2012	340
4/22/2012	229

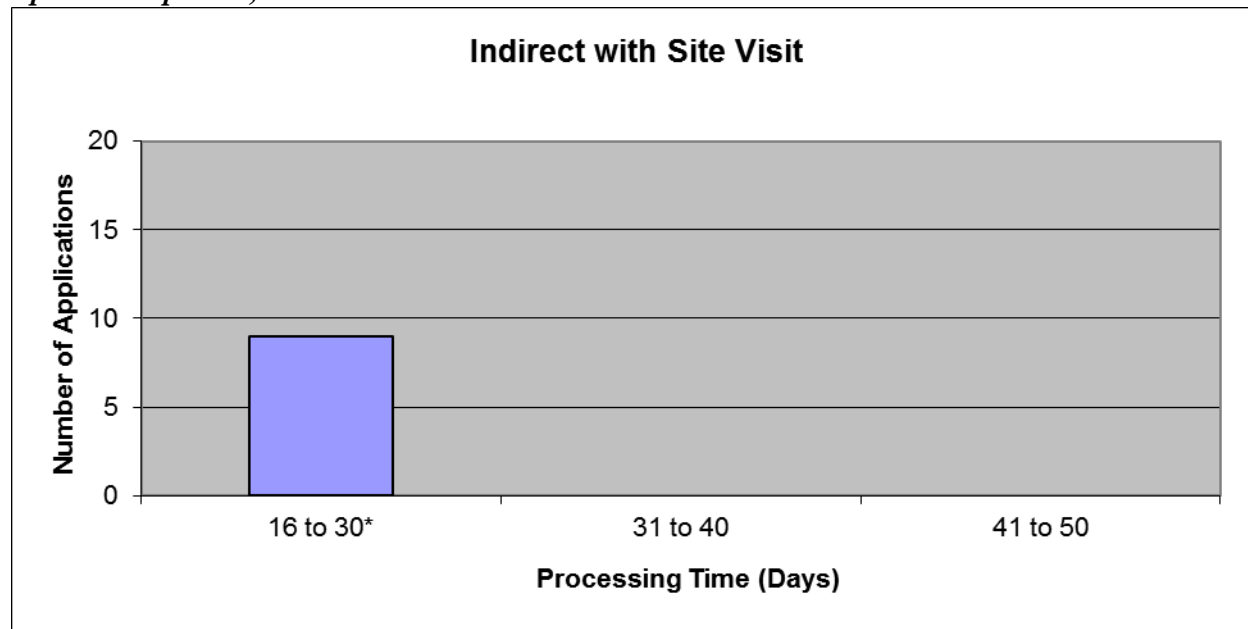
GRAPHS - DATE GROUPINGS OF APPLICATIONS PROCESSED LATE FOR THE PERIOD APRIL 1ST TO APRIL 30TH, 2012

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

April 1 to April 11, 2012



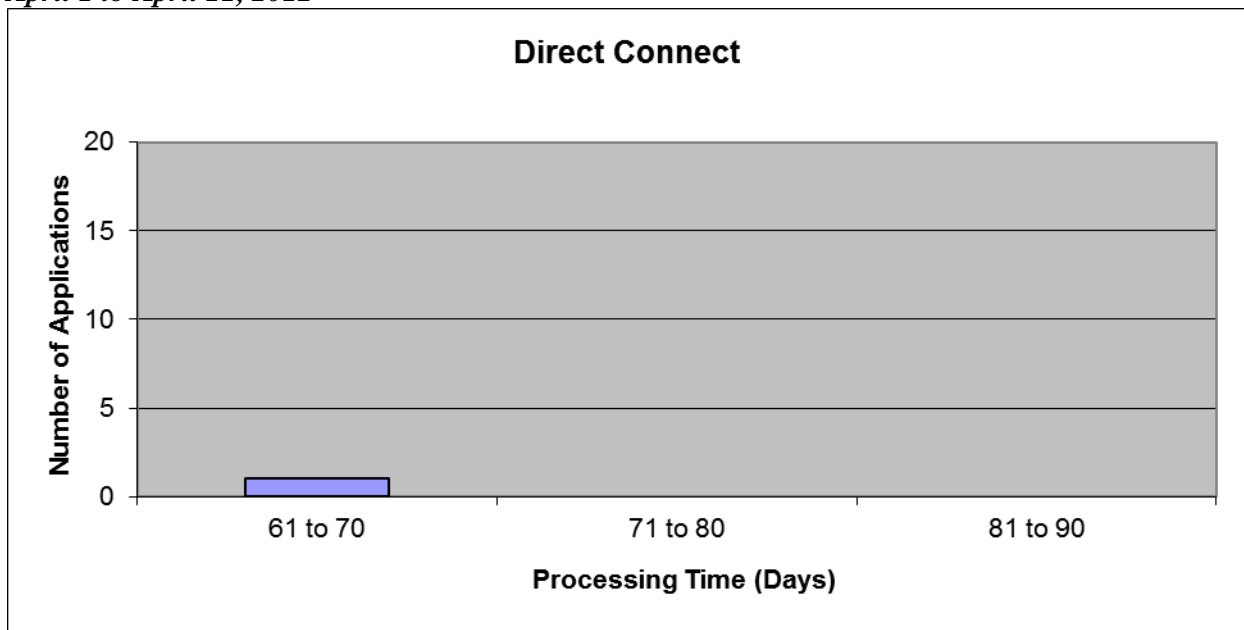
* Compliant with the provisions of the Exemption

April 12 to April 30, 2012

Hydro One was fully compliant with processing applications for indirect connections with a site visit.

Graph 3 –Direct Connections

April 1 to April 11, 2012



April 12 to April 30, 2012

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