Independent Electricity System Operator (IESO) INTERROGATORY #5 List 1

Interrogatory

Issue Number: 8.3
Issue: Has Hydro One delivered an adequate level of service and other performance compared with other jurisdictions and other relevant performance standards? (A1/T15/S1, 2&3)

Ref: A1/T15/S1

In Schedule 1, Page 1, Hydro One mentions a number of priorities of the Company, the Board and stakeholders with a view of performance assessment. Please explain how Hydro One develops, implements and reviews performance measures with these interested groups.

Response

Senior management through discussions with the Hydro One Board, customers and regulators develops a strategy to meet the needs of its stakeholders. Based on this strategy, performance measures and targets are developed that will drive the appropriate actions to accomplish the strategy. These measures and targets are then presented to the Hydro One Board for approval.