

Daliana Coban
Lead Regulatory Counsel
Toronto Hydro-Electric System Limited
14 Carlton Street
Toronto, ON M5B 1K5

Telephone: 416.542.2627
Facsimile: 416.542.3024
regulatoryaffairs@torontohydro.com
www.torontohydro.com



February 24, 2015

via RESS – signed original to follow by courier

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
PO Box 2319
2300 Yonge Street, 27th floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: Toronto Hydro-Electric System Limited (“Toronto Hydro”)
Custom Incentive Rate-setting Application for 2015-2019 Electricity Distribution Rates
and Charges (the “Application”) – Updated Response to Undertaking OH J2.4-CCC
OEB File No. EB-2014-0116**

Toronto Hydro writes to the Ontario Energy Board (“OEB”) in respect of the above-noted matter.

As noted by Mr. Keizer at the onset of Day 5 of the Oral Hearing,¹ Toronto Hydro is filing an updated response to Undertaking OH J2.4-CCC. The enclosed response includes the utility’s 2014 financial KPI results. Toronto Hydro requests confidential treatment of this information for the same reasons outlined in utility’s February 23, 2015 letter with respect to the original response to Undertaking OH J2.4-CCC.

In addition, Toronto Hydro notes that the 2014 financial KPI results contained within the updated response represent forward looking financial information. Confidential treatment of this type information was granted by the OEB by way of an oral ruling at Day 5 of the Oral Hearing, with respect to the utility’s 2014 financial results contained in Exhibit OH, Tab 1, Schedule 3, Attachments 2 and 3.²

¹ EB-2014-0116, Transcript Volume 5 (February 24, 2015) at pages 1-2.

² EB-2014-0116, Transcript Volume 5 (February 24, 2015) at pages 83-84.

Yours truly,

[original signed by]

Daliana Coban

Lead Regulatory Counsel

Toronto Hydro-Electric System Limited

regulatoryaffairs@torontohydro.com

:encl.

:DC\db

cc: Charles Keizer and Crawford Smith
Maureen Helt
Ted Antonopoulos
Martin Davies
Intervenors of Record for EB-2014-0116

**ORAL HEARING UNDERTAKING RESPONSE TO CONSUMERS
 COUNCIL OF CANADA**

1 **UNDERTAKING NO. J2.4:**

2 **Reference(s):**

3
 4 To review which of the key performance indicators for 2014 have been finalized and in
 5 respect of those, to produce the final number, and to provide 2015 numbers if available.
 6

7 **RESPONSE:**

8 Toronto Hydro’s preliminary 2014 Key Performance Indicator (KPI) results and 2015
 9 KPI targets are reproduced below. The 2014 results for the Net Income, Productivity:
 10 OPEX and THESL Regulated Capital measures are not available at this time, as this
 11 information has not yet been audited. However, Toronto Hydro expects these results to
 12 exceed target. Further, and as discussed on pp. 98-99 of the Day 2 Oral Hearing
 13 transcript, all 2014 KPI results are preliminary until they receive approval from the
 14 utility’s Board of Directors, expected in March of 2015.
 15

16 **2014 Key Performance Indicator Results: Corporate Scorecard**

KPI	2014 Target	2014 Result
Enhanced Customer Engagement	214,000	██████
First Call Resolution	78%	██████
Safety: Total Recordable Injury Frequency	2.58	██████
Attendance	5.75	██████
SAIFI	1.53	██████
SAIDI	72.50	██████
Key Accounts: Worst Performing Feeders	49	██████
Productivity: Fleet Utilization (units)	663	██████
Productivity: Facilities - Occupied Square Footage Reduction	3,930	██████

**ORAL HEARING UNDERTAKING RESPONSE TO CONSUMERS
 COUNCIL OF CANADA**

KPI	2014 Target	2014 Result
Productivity: Operating Expenses (\$M)	\$260.2	██████
Net Income (\$M)	\$103.6	██████
THESL Regulated Capital	\$395.0	██████

1 **2015 Key Performance Indicator Measures and Targets: Corporate Scorecard**

KPI	2015 Target
Enhanced Customer Engagement	245,000
First Call Resolution	81%
Safety: Total Recordable Injury Frequency	1.80
Attendance	4.50
SAIFI	1.50
SAIDI	68.00
Key Accounts: Worst Performing Feeders ¹	14.00
Productivity: Operating Expenses (\$M)	\$275.6
Net Income (\$M)	\$100.1
THESL Regulated Capital	\$436.6

¹ Unlike the 2014 Key Accounts Worst Performing Feeders KPI, the 2015 measure includes sustained interruptions only.