

From: [BoardSec](#)
To: [Shelly-Anne Connell](#)
Subject: FW:file # EB-2010-0282
Date: November 25, 2010 12:39:18 PM

From: [REDACTED]
Sent: November 25, 2010 12:36 PM
To: BoardSec
Subject: [Possible SPAM]:file # EB-2010-0282

To whom it may concern,

I emailed the OEB concerning mandated TOU pricing and an application by Hydro One Networks for an exemption from the TOU pricing. I received a call from Velma Francis and she directed me to you. As you are aware, file # EB-2010-0282 is an application from Hydro One Networks for an exemption to exclude approximately 150,000 rural customers from their obligation to migrate to TOU rates until they have successfully sourced and deployed a solution that effectively service this customer base. Solutions are not expected until end of 2012 at the earliest.

This is one example of a system that is not a viable one at this time. There are issues with the accuracy of the meters themselves in terms of calibration. There are other distributors in Ontario that are reporting they too will not meet the mandatory date of June 2011 and will need an extension. In the village of White Lake, Ontario there are customers presently on TOU prices, some that are not to date and others that are still having to call in their meter readings as the meter is not able to communicate information. Hydro One Networks has stated that they are governed by the schedule provided by the IESO. I am trying to find out how the IESO establishes this schedule. Hydro One claims to try and switch entire geographic areas to TOU pricing but not all within that geographic area are necessarily able to make the switch due to issues such as installation of meters, installation and testing of the network that enable the meters to communicate. There also appears to be issues with the MDM/R side of things.

Whether it be Hydro One Networks or any other distributor in Ontario, we presently have unfair practice in pricing in this province due to the inability to fully implement smart metering and TOU pricing in a timely manor.

Hydro One Networks should not be granted an exemption unless all Hydro One customers have the option to opt out of TOU pricing at the very least until the system is proven 100% efficient and the smart meter and time of use can be applied to all customers.

I am therefore filing a formal complain and ask for guidance in how to proceed with this matter to meet the OEB's requirements.

Sincerely,

[REDACTED]