

Board Staff Interrogatories
Application for Extension to Mandated Time-of-Use Pricing Date
for Regulated Price Plan Consumers
Greater Sudbury Hydro Inc.
EB-2011-0105
Dated May 20, 2011

Board Staff question 1

Preamble

Greater Sudbury Hydro Inc. ("Greater Sudbury Hydro") filed an application dated April 12, 2011 with the Ontario Energy Board for a licence amendment granting an extension in relation to the mandated date for the implementation of Time-of-Use ("TOU") pricing rates for Regulated Price Plan consumers.

Greater Sudbury Hydro has applied for an extension to its mandated TOU date of June 2011 and requested a new TOU date of December 2011. Greater Sudbury Hydro states the extension is necessary as a result of delays experienced implementing a new advanced metering infrastructure and new customer information billing system. Greater Sudbury Hydro is also requesting direction from the Board in regards to inaccessible meters where property owners either refuse to allow access or keep an appointment for a meter change.

Questions

- a) Please confirm the status of Greater Sudbury Hydro's smart meter deployment and TOU implementation as of May 1, 2011.
- b) Please provide the details of Greater Sudbury's proposed TOU billing implementation schedule and when customers will be billed on a TOU basis. Including:
 - i. billing cycle dates;
 - ii. number of customers on each billing date;
- c) Please provide the details of the "significant changes to systems and processes to accommodate the Board's decision in relation to Customer Service, Rate Classification and Non Payment Risk (EB-2007-0722)."
- d) Please provide the details and status of Greater Sudbury's new CIS system and how the new system has impeded Greater Sudbury's TOU implementation schedule. Include timelines regarding when problems occurred and when they were (or will be) addressed.

- e) Are there any other factors (internal and/or external) that Greater Sudbury Hydro has identified that may hinder its ability to comply with its requested mandated TOU pricing date?

- f) Please provide details on Greater Sudbury Hydro's plan, including timelines and action taken, to reach the approximately 600 inaccessible meter customers and transition them onto TOU pricing.