

**Ontario Energy
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**Commission de l'énergie
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June 15, 2011

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
Toronto ON M4P 1E4

Dear Ms. Walli:

**Re: Festival Hydro Inc. – Extension to Mandated Time-of-Use Pricing Date for
Regulated Price Plan Consumers
Board File No.: EB-2011-0138**

Please find enclosed Board Staff interrogatories respecting the above application.

Please forward the interrogatories along with this cover letter to the applicant in this proceeding.

Yours truly,

Original signed by

George Dimitropoulos
Advisor, Licence Applications

Attachment

Board Staff Interrogatories
Application for Extension to Mandated Time-of-Use Pricing Date for
Regulated Price Plan Consumers
Festival Hydro Inc.
EB-2011-0138
Dated June 15, 2011

Board Staff question 1

Preamble

Festival Hydro Inc. ("Festival") filed an application dated May 10, 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.

Festival is requesting an extension from its September 2011 TOU pricing date and requesting a new date of May 2012. Festival states the extension is necessary due to key human resource losses during TOU implementation, delays retrofitting the customer information software and to educate customers on TOU prior to transitioning to TOU prices.

Questions

- a) Please confirm the status of Festival's smart meter deployment and TOU implementation as of June 1, 2011.
- b) Please describe in detail the factors that Festival considered in making this application, including a clear description of the unanticipated and extraordinary circumstances that have prompted Festival's application.
- c) Please provide the details of Festival's proposed TOU billing implementation schedule, including the specific billing cycle dates and number of customers on each billing date.
- d) Please provide the details of Festival's proposed consumer "TOU introduction plan."
- e) Please explain the contribution of consumer education (in terms of the length of the extension requested) to Festival's requested TOU implementation date.
- f) Please provide a description of all smart meter and TOU communications Festival has issued to its customers over the last two years. Please explain why Festival has failed to provide customers with materials containing sufficient information to prepare them for TOU implementation.

- g) Are there any other factors (internal and/or external) that Festival has identified that may hinder its ability to comply with their requested mandatory TOU date?