

Hydro One Networks Inc. - Application by Hydro One Networks Inc. for a six month exemption from the obligations in Section 6.2.6 and 6.2.7 of the Distribution System Code

Board File Number EB-2011-0118

Letter of Comment

Submitted: 2011-06-23

Submitted by: Stoney Burton

Comments

From the launch of the FIT program to present there seems to have been a disconnect between senior levels of management and field offices.

The simple reality is that the rate payers and developers have been advising field operations and anyone that would listen that there would be a crunch coming this summer with respect to getting connections completed, supplying equipment, ensuring inspectors are available, and ensuring disconnects/reconnects are carried out efficiently. Now, with the admission of short sighted planning, we are asked to provide further reprieve and exemption to service standards while in this area alone the community has millions of dollars invested in systems that await disconnect/reconnect. I see no clear reason to allow this exemption. More importantly, this serves as good reason to compel HydroOne to deploy the appropriate level of resources to service the demand. If exemption is provided, what relief is provided to the rate payer for whom an unacceptable period of time and lost revenue has passed waiting for disconnect/reconnect for which they have already paid required fees and charges under contract with HydroOne? The economic fairness of imposing further delay by the requested exemption has not been fully considered and should be denied.