



EB-2011-0086

IN THE MATTER OF the *Ontario Energy Board Act, 1998*,
S.O. 1998, c. 15, Schedule B;

AND IN THE MATTER OF an application pursuant to
section 74 of the *Ontario Energy Board Act, 1998* by Guelph
Hydro Electric Systems Inc. seeking an extension to its
mandated time-of-use pricing date.

By delegation, before: Jennifer Lea

DECISION AND ORDER

Guelph Hydro Electric Systems Inc. ("Guelph Hydro") filed an application dated March 23, 2011 with the Ontario Energy Board under section 74 of the *Ontario Energy Board Act, 1998*, S.O. 1998, c.15 (Schedule B) for a licence amendment granting an extension in relation to the mandated date for the implementation of time-of-use ("TOU") pricing rates for certain Regulated Price Plan ("RPP") consumers.

BACKGROUND

Under cover of a letter to all Ontario electricity distributors dated August 4, 2010, the Ontario Energy Board provided its determination of mandatory dates by which each distributor must bill those of its RPP customers that have eligible TOU meters using TOU pricing. The Board's determination was made pursuant to sections 3.4 and 3.5 of the Standard Supply Service Code for Electricity Distributors, which requires TOU pricing for RPP consumers with eligible TOU meters, as of the mandatory date. Compliance with this Code is a condition of licence for nearly all licensed electricity distributors in Ontario.

THE APPLICATION

Guelph Hydro applied for an extension to its mandatory TOU date of June 2011 for approximately 1,750 customers in the town of Rockwood. Guelph Hydro requested a new TOU pricing date of May 2012 for these customers. Guelph Hydro states the delay in implementing TOU pricing for these customers is due to the time required to migrate information on the customers in the town of Rockwood into Guelph Hydro's customer information system ("CIS").

The Board issued a Notice of Application and Written Hearing for Guelph Hydro's application on April 6, 2011, and interrogatories and submissions on the application were invited. The applicant responded to interrogatories filed by Board staff, providing more information about the delay and progress to date in implementing TOU pricing. Board staff filed a submission on the application stating it had no issues with the request for extension. The applicant did not respond to the submission.

In its application Guelph Hydro stated that currently Guelph and Rockwood customers reside in separate CIS databases. Following a review, Guelph Hydro determined that due to the complexity of the interface continuing to keep the two databases separate would result in unacceptable risks in daily operations. Guelph Hydro stated it intended to migrate all Rockwood customers into the Guelph billing environment. The migration of these 1,750 customers would require about one year. In addition, Guelph Hydro stated that work resources that might be working on the Rockwood customer migration project would be diverted as result of meter data management repository testing and the forthcoming release of a resolution to the Measurement Canada issue. Guelph Hydro also provided an expected timeline of events for the Rockwood customer migration project. In its interrogatory responses Guelph Hydro stated it had installed smart meters for approximately 99% of its eligible customers.

BOARD FINDINGS

I find the application should be granted. Guelph Hydro will be exempted from the requirement to apply TOU pricing under the Standard Supply Service Code for customers in the Town of Rockwood until May 31, 2012.

Guelph Hydro has taken the responsible step of seeking an extension from the Board in

advance of its mandated TOU date. The reasons given in the application for missing the original date are credible and supported by the evidence filed with the application. Guelph Hydro has made a considerable effort towards completing TOU pricing implementation, and has installed smart meters for approximately 99% of its eligible customers. I find that the difficulties and delay encountered by Guelph Hydro in relation to the transition of the Town of Rockwood customers to Guelph Hydro's CIS to be extraordinary and unanticipated circumstances sufficient to justify an extension to Guelph Hydro's mandated TOU pricing date for its Town of Rockwood customers.

IT IS THEREFORE ORDERED THAT:

1. Guelph Hydro Electric Systems Inc.'s distribution licence ED-2002-0565, specifically Schedule 3 List of Code Exemptions, is amended to include an exemption from the requirement to apply time-of-use pricing by a mandatory date under the Standard Supply Service Code for Electricity Distributors for customers in the Town of Rockwood. This exemption will expire on May 31, 2012.

DATED at Toronto, June 29, 2011

ONTARIO ENERGY BOARD

Original signed by

Jennifer Lea
Counsel, Special Projects