



June 30, 2011

BY MAIL and E-MAIL

Ms. Kirsten Walli  
Board Secretary  
Ontario Energy Board  
P.O. Box 2319  
27th Floor  
2300 Yonge Street  
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: Application for Extension to Mandated Time-of-Use Pricing Date for Certain Regulated  
Price Plan Customers  
Board File No. EB-2011-0132**

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With respect to the above referenced application, please find attached Veridian Connections Inc's replies to the Board Staff interrogatories of June 16<sup>th</sup>, 2011.

Please do not hesitate to contact me if you have any questions.

Yours truly,

*Original signed by*

George Armstrong  
Manager of Regulatory Affairs and Key Projects

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## **Preamble**

Veridian Connections Inc. (“Veridian”) filed an application dated May 4, 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 certain Regulated Price Plan consumers.

Veridian is requesting an extension from its June 2011 TOU pricing date and requesting a new date of December 31, 2011 for approximately 7,100 customers residing in hard to reach locations in Veridian’s service area. Veridian states the extension is necessary due to its smart meter installations being delayed due to restricted access to the meter base, physical barriers in front of meter bases, and difficulties in scheduling power interruptions for the affected customers.

## **Questions**

- a) Please confirm the status of Veridian’s smart meter deployment and TOU implementation as of June 1, 2011.
- b) Please provide the details of Veridian’s proposed TOU billing implementation schedule, including the specific billing cycle dates and number of customers on each billing date.
- c) Please provide details on Veridian’s plan, including timelines and action taken, to reach the “hard to reach” customers and transition them onto TOU pricing.
- d) Are there any other factors (internal and/or external) that Veridian has identified that may hinder its ability to comply with their requested mandatory TOU date?

## **Responses:**

- a) Veridian had installed 111,181 smart meters as of June 1<sup>st</sup>, 2011. This represents 99.5% of the total number of RPP-eligible consumers in Veridian’s service area. Of these installed meters, 109,427 had been registered with the MDM/R and 89,746 were being used to assess TOU rates.

A total of 668 smart meter installations remained outstanding as of June 1<sup>st</sup>. These remaining ‘hard to reach’ accounts included 455 Residential and 213 General Service < 50 kW customers.

- b) As of June 1<sup>st</sup>, Veridian had 7,425 smart metered accounts pending migration to TOU rates. The schedule for the transition of these accounts to TOU rates is as follows:

<b>Month</b>	<b># of Accounts</b>
June	272
July	4124
August	2625
September	404
<b>Total</b>	<b>7425</b>

The full TOU implementation schedule by billing cycle and numbers of accounts is provided in Schedule A.

Note that this schedule does not include the 668 ‘hard to reach’ accounts for which smart meters had not been installed as of June 1<sup>st</sup>. The plan for addressing these accounts is provided under the response to question (c).

Veridian acknowledges that the total number of customers affected by its extension application slightly exceeds that originally estimated. Veridian’s May 4<sup>th</sup> application projected that approximately 7,100 customers would be migrated to TOU rates post June 2011. The current plan provides for the migration of up to 7,821 customer accounts to TOU rates between July and December 2011. The change in the number of affected accounts is due to an inaccuracy in the number originally provided.

- c) Veridian has introduced a written notice and outbound calling campaign which has been in successful in facilitating the installation of smart meters on “hard to reach” accounts. Veridian plans to continue deploying this written notice and phone campaign to reach the remaining customers.

Once a meter has been installed on the “hard to reach” customer’s premises, the customer will be moved to TOU rates at the commencement of their subsequent billing cycle.

Veridian is confident that these measures will result in substantially all of the remaining 668 ‘hard to reach’ customers being transitioned to TOU rates during the months of October to December 2011.

- d) There are no other internal or external factors that Veridian is aware of at this time which would hinder its ability to comply with the requested mandatory TOU date.

<u>Region</u>	<u>Cycle#</u>	<u># of Accounts</u>	<u>TOU Start Date</u>
Pickering	90	272	6/30/2011
<b>June</b>		<b>272</b>	

Uxbridge	201	12	7/3/2011
Scugog	606	0	7/6/2011
Gravenhurst	382	22	7/9/2011
Belleville	890	2	7/10/2011
Belleville	891	228	7/11/2011
Pickering	91	238	7/13/2011
Cannington	220	19	7/16/2011
Beaverton	212	18	7/18/2011
Ajax	494	170	7/20/2011
Belleville	841	429	7/20/2011
Cannington	219	8	7/20/2011
Port Hope	521	74	7/24/2011
Belleville	801	345	7/25/2011
Clarington	196	77	7/26/2011
Gravenhurst	380	1146	7/26/2011
Belleville	861	612	7/27/2011
Pickering	75	291	7/29/2011
Ajax	495	385	7/30/2011
Uxbridge	202	48	7/30/2011
<b>July</b>		<b>4124</b>	

Belleville	893	98	8/1/2011
Uxbridge	204	29	8/2/2011
Pickering	92	334	8/4/2011
Gravenhurst	320	23	8/5/2011
Clarington	150	72	8/6/2011
Clarington	151	350	8/6/2011
Sunderland	232	10	8/6/2011
Ajax	492	47	8/7/2011
Belleville	851	309	8/7/2011
Scugog	604	142	8/7/2011
Belleville	894	144	8/8/2011
Port Hope	550	136	8/8/2011
Ajax	493	192	8/14/2011
Beaverton	210	12	8/22/2011
Belleville	895	42	8/22/2011
Gravenhurst	381	366	8/25/2011
Ajax	410	274	8/26/2011
Mixed (micro f	73	45	8/30/2011
<b>August</b>		<b>2625</b>	

Scugog	607	51	9/13/2011
Ajax	411	353	9/16/2011
<b>September</b>		<b>404</b>	

<b>Total</b>		<b>7425</b>	
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