

From: Mark Gibson [REDACTED]
Sent: July 18, 2011 4:23 PM
To: BoardSec
Subject: EB-2011-0118

Dear Sir/Madam,

With respect to Hydro One Networks, Inc. request for a 6-month exemption from its requirements to respect their deadlines for microFIT applications, I believe it would be most appropriate to deny this request.

As has been pointed out by other respondents, Hydro One has had ample time to adjust to the reality that the microFIT program is very popular. While their response time does appear to have gotten better over the months, they have not provided any information about how or why that has occurred, nor other information which would indicate that they are fully committed to being or becoming compliant. This current request in fact goes in the opposite direction, and seems to indicate that they are not concerned about not having been compliant for a long time, and that they would rather avoid having to invest in being responsive to obvious expressions of interest by the members of the public which they exist to serve.

Similarly, with this request they have not identified the targets they are now achieving, the targets they would now aim for, or even when they expect to reach those targets. This does not come across to anyone I have spoken to as a gesture of good faith or as an expression of commitment to the program.

When compared to the efforts and accomplishments of the smaller LDC's, with much fewer resources to work with, such as Kingston Hydro, Hydro One appears to be severely lacking. How is it that Kingston Hydro can not only be fully compliant in meeting the demand in its territory (where the demand appears to be significantly higher per capita), but also to charge exactly one third the fee for a disconnect-reconnect (including a new meter), and do that with friendly, accessible staff who are available to assist with applications? Rather than trying to go slower and to throttle back the number of applications, LDCs like Kingston Hydro are actively working to encourage new connections, both for microFIT and FIT projects.

Hydro One needs to hear a strong message from you the regulators that it must do a much better job, and needs to express its commitment to meeting at least the minimum targets that the legislation sets for it. They should also be required to explain themselves in a verbal session rather than with this written process.

We, the public, count on the OEB to hold service providers like Hydro One to account to the standards which are expected of regulated monopolies.

Sincerely,
Mark [REDACTED]