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July 27, 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: Waterloo North Hydro Inc. – Extension to Mandated Time-of-Use Pricing  
Date for Certain Regulated Price Plan Consumers  
Board File No.: EB-2011-0240**

Please find enclosed Board Staff's 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 Certain Regulated Price Plan Consumers**  
**Waterloo North Hydro Inc.**  
**EB-2011-0240**  
**Dated July 27, 2011**

**Board Staff question 1**

Preamble

Waterloo North Hydro Inc. ("Waterloo North") filed an application dated June 14, 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.

Waterloo North has applied for an extension to its June 2011 TOU pricing date and requested a new date of January 31, 2012 for approximately 5,400 General Service <50kW customers. Waterloo North states the extension is necessary due to an issue with certain three phase meters for these customers that are delivering suspect interval data due to improper time-alignment of the consumption intervals.

Questions

- a) Please confirm the status of Waterloo North's smart meter deployment, including meters with suspect data, for its General Service <50kW customers and TOU implementation as of July 1, 2011.
- b) Please provide greater detail on the firmware problem encountered including any documentation from the vendor on the firmware problem and solution as well as the schedule for delivery and final testing of the upgrade.
- c) With respect to General Service <50 kW customers, please provide details on the number of customers with:
  - a. Eligible TOU meters requiring firmware upgrades;
  - b. Eligible TOU Meters that do not require firmware upgrades;
  - c. No eligible TOU meter installed as of yet.
- d) Are there any technical issues delaying the rollout of TOU billing to customers with eligible TOU meters that do not require firmware upgrades? If there are no technical issues, are there any extraordinary and unanticipated circumstances that are causing a delay in TOU rollout to these customers?

- e) Please confirm that Waterloo North Hydro has the capacity to perform mixed-mode billing.
- f) Please provide the TOU billing rollout schedule for customers with TOU meters requiring firmware upgrades.
- g) Are there any other factors (internal and/or external) that Waterloo North has identified that may hinder its ability to comply with their requested mandatory TOU date?
- h) Please provide the details of and rationale for Waterloo North's proposed TOU billing implementation schedule for the General Service <50kW customers, including:
  - i. billing cycle dates
  - ii. number of customers on each billing date.