



August 12, 2011

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: Tillsonburg Hydro Inc. - Application for Extension to Mandated Time-of-Use
Pricing Date for Regulated Price Plan Consumers
Board File Number EB-2011-0247**

Please find enclosed Tillsonburg Hydro Inc.'s response to Board Staff's submission respecting the above application.

Yours very truly,

A handwritten signature in black ink, appearing to read "S.T. Lund", with a long horizontal flourish extending to the right.

S.T. Lund, P.Eng.
General Manager

**Tillsonburg Hydro Inc's Response to Board Staff Submission
Application for Extension to Mandated Time-of-Use Pricing Date
For Regulated Price Plan Customers
EB-2011-0247
Dated August 12, 2011**

Project Management and Human Resources

Question 1

State the steps that have been taken to ensure that its future monthly reports portray the status of its TOU implementation accurately.

Response to Board Staff question 1

Tillsonburg Hydro Inc. is in the process of filling the Operations Regulatory Affairs Officer position (Note: there has been a title change from Operations Regulatory Affairs Manager to Operations Regulatory Affairs Officer.) A project team has been set up, consisting of Operations, Customer Service, Directors and the CAO, who are charged with getting the project complete by the revised deadline. One of the job requirements of the ORAO once hired and the project team will be to portray the status of its TOU implementation accurately on future monthly reports.

Question 2

Demonstrate that Tillsonburg is exercising greater control in the rollout of this important consumer initiative

Response to Board Staff question 2

Tillsonburg Hydro Inc. is committed to the rollout of this important consumer initiative. In order to achieve the new implementation date, Senior Management and other key staff are holding at least monthly project meetings to ensure that the issues are being resolved quickly. A detailed project schedule outlining the key project milestones has also been developed to ensure that the TOU implementation stays on track.

Question 3

A clear and concise statement demonstrating the feasibility of Tillsonburg's timelines for meeting its requested extension date of January 2012

Response to Board Staff question 3

Tillsonburg Hydro Inc. is committed to meeting the revised Time-of-Use implementation date which will allow the proper project management to ensure all associated systems are fully operational and tested, and that adequate staff training and public education takes place.

Technology Concerns

Data Collection – Gatekeepers/modems continue to fail on a regular basis; effecting 2000 – 3000 meters. Tillsonburg Hydro, our AMCC provider and our technology vendors are meeting to resolve this issue. Tillsonburg Hydro and our AMCC provider are also holding weekly conference calls to resolve all other data collection problems. It is anticipated that these issues should be resolved by the end of September, 2011.

Switching to TOU functionality in CIS system – Currently the function that switches all customers over to TOU is not working in our CIS. The Operations Regulatory Affairs Officer will be working with CIS support to get this functionality corrected. It is anticipated to be completed by end of September, early October, 2011. Extensive testing can then take place within our CIS to make sure everything is working correctly.

Customer Web Presentment – Tillsonburg Hydro has been doing comparisons between our CIS system and the web presentment tool. There are a few outstanding issues related to consumption and interval data that our CIS support team and the Utility Revenue Coordinator are working on presently. This issue is expected to be resolved by the end of September, 2011.

ODS System – Currently the ODS system is not picking up meter changes/installs/removals that are completed in our CIS. The Operations Regulatory Affairs Officer will be dealing with the ODS support team to get these issues resolved. It is anticipated that this issue will be resolved by the end of September, early October, 2011.

Due to systems issues at this time, Tillsonburg Hydro Inc. is unable to begin billing any of our customers on Time-of-Use at this point in time.