

Hydro One Networks Inc.

8th Floor, South Tower
483 Bay Street
Toronto, Ontario M5G 2P5
www.HydroOne.com

Tel: (416) 345-5700
Fax: (416) 345-5870
Cell: (416) 258-9383
Susan.E.Frank@HydroOne.com

Susan Frank

Vice President and Chief Regulatory Officer
Regulatory Affairs



BY COURIER

July 4, 2013

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
Suite 2700
2300 Yonge Street
Toronto, ON M4P 1E4

Dear Ms. Walli:

EB-2011-0021 – Hydro One Remote Communities Inc. Proposed Connection Standard

In accordance with the direction provided on Page 5 of the Decision and Order issued on April 25, 2013, please find below the service standard regarding reconnection developed by Hydro One Remote Communities Inc. As noted in the Decision, compliance with a standard for reconnection of 2 days is not practical within Remotes' unique service territory. Based on a review of its work program, Remotes believes that a 10 day standard can be achieved 85% of the time.

Consistent with the direction in the Decision to communicate this standard to its customers, Remotes will include the standard in a bill insert and Remotes will revise its conditions of service to reflect this standard. Remotes will also report annually on the adherence to the standard at the time of its April 30 RRR filing in the manner directed.

7.10 Reconnection Standards**7.10.1**

Where a distributor has disconnected the property of a customer for non-payment, the distributor shall reconnect the property within 10 business days, as defined in section 2.6.7, of the date on which the customer:

- (a) makes payment in full of the amount overdue for payment as specified in the disconnection notice; or
- (b) enters into an arrears payment agreement with the distributor referred to in section 2.7.1A.

7.10.2

This service quality requirement must be met at least 85 per cent of the time on a yearly basis.

An electronic copy has been filed using the Board's Regulatory Electronic Submission System.

Sincerely,

ORIGINAL SIGNED BY SUSAN FRANK

Susan Frank