

**From:** Phil Sweetnam [REDACTED]  
**Sent:** July-23-13 5:07 PM  
**To:** BoardSec  
**Cc:** Lisa MacCleod; [REDACTED]  
**Subject:** Attn: Peter Fraser Re: Hydro One recent application for distribution rate increase EB2013-0141

Peter Fraser:

I am forwarding you the email that I have sent to Hydro One regarding having a reasonable expectation of service in regard to accessing the information on the time of use meters. On several occasions, I have been unable to access the time of use site without either prior warning that the site would be down or any indication of how long the site will remain down.

As Hydro One customers are paying a monthly fee for the time of use meters through our distribution costs, it seems reasonable to expect a certain standard of service. The situation regarding the large amount of down time of the time of use site without either adequate notification of scheduled maintenance or indication of when the site will be available to access information should be addressed before approval is given to increase the distribution rates for Hydro One.

I hope that the accessibility of the time of use meter consumption site will be rectified as part of the consideration given to approving Hydro One's application for an increase in distribution rates.

Thank you for your consideration in this matter,

Phil Sweetnam

----- Forwarded message -----

**From:** Phil Sweetnam [REDACTED]  
**Date:** Tue, Jul 23, 2013 at 4:40 PM  
**Subject:** Hydro One customers should be notified when the time of use site will be up again when it is shut down  
**To:** [CustomerCommunications@hydroone.com](mailto:CustomerCommunications@hydroone.com)

Hydro One Customer Service Representative:

When I attempted to check my time of use meter over the weekend, I received the following message.

An unexpected error has occurred that has caused the application to terminate. Press OK to return to the home page. For more information/support, please call [1-888-664-9376](tel:1-888-664-9376). Our office hours are Monday to Friday from 7:30 am to 8:00 pm

customercommunications @Hydoone.com

Bottom of Form

**Sorry!**

- Our apologies, the Time of Use site is unavailable at this time. Please try again later.

I have been unable to check my time of use meter several times either because the Time of Use site has been unavailable or because the application has encountered an unexpected error.

It defeats the purpose of having a time-of-use meter if one is unable to access the information freely. If the time of use site does shut down unexpectedly, a message on the screen should notify customers when the site is expected to be accessible again. If Hydro One has to schedule a down time for maintaining the site, then customers should be notified well ahead of time of the period when the site will be down. The Sunny Portal Information Report, the company that provides the production information for the solar panels at Stittsville United Church have a reliable system for alerting us to any time the site is down for scheduled maintenance.

I have just tried unsuccessfully to access the site again on Tuesday July 23<sup>rd</sup> at 3:12 p.m. It is extremely frustrating to be unable to access the time of use meter, without indicating a time when the site will be up and running again. It is especially frustrating since we are paying a monthly fee for the time of use meter through our distribution costs.

During power outages, Hydro One has an excellent system of forecasting when their customers can expect their power to be restored. Similarly, when the time-of-use site is down, Hydro One should provide a time when customers can expect the site to be working again.

Given the excellent service record of Hydro One, I am sure that this situation will be rectified quickly to enable customers to know when they can expect to access the time of use site should it be down for any reason.

Phil Sweetnam

- \_\_\_\_\_

From the desk of:

Phil Sweetnam P.Eng.

[REDACTED]

Phone: Office [REDACTED]  
Home: [REDACTED]  
Fax: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]