

April 30, 2015

Kirsten Walli Board Secretary Ontario Energy Board Suite 2701 2300 Yonge Street Toronto ON M4P 1E4 Deborah Hurst Legal Assistant T: 416-365-1110 ext. 2389 dhurst@weirfoulds.com

Dear Ms Walli:

Re: EB-2013-0413- Application by Hydro One Networks Inc./

Cost Claim of the City of Hamilton

Our client, the City of Hamilton, was deemed by the Board in Procedural Order No 1 to be eligible to recover its reasonably-incurred costs in this proceeding.

Please find attached the Cost Claim of the City of Hamilton. The document is also being filed through the Board's web portal and two paper copies are being sent to you via courier.

Yours truly,

WeirFoulds LLP

Per: Deborah Hurst

Legal Assistant

cc: Hydro One Networks Inc., Attention: Erin Henderson

boral Huet

Rogers Partners LLP, Attention: Donald Rogers

8004607.1



Affidavit and Summary of Fees and Disbursements

This form should be used by a party to a hearing before the Board to identify the fees and disbursements that form the party's cost claim. Paper and electronic copies of this form and itemized receipts must be filed with the Board and served on one or more other parties as directed by the Board in the applicable Board order. Please ensure all required (yellow-shaded) fields are filled in and the Affidavit portion is signed and sworn or affirmed.

Amadak portion is signed and sworm of animited.	
	Instructions
 All claims must be in Canadian dollars. If applicable, A separate "Detail of Fees and Disbursements Being Disbursements Being Claimed") is required for each la However, only one "Summary of Fees and Disburseme - The cost claim must be supported by a completed All - A CV for each consultant/analyst must be attached upon the consultant of the cost claim for the cost claim for each consultant of the cost claim of the cost claim for each consultant of the cost claim of the cost c	Rate: Country: Country: Claimed" (comprising a "Statement of Fees Being Claimed" and a "Statement of awyer, analyst/consultant and articling student/paralegal. ents" covering the whole of the party's cost claim should be provided.
File # EB- 2013-0416	Process: Application by Hydro One Networks Inc.
Party: City of Hamilton	Affiant's Name: Deborah Hurst
HST Number: 889323218 RTC	OCO (13.00%
Full Registrant Unregistered Other	Qualifying Non-Profit Tax Exempt
	Affidavit
I, Deborah Hurst	, of the City/Town of Toronto
in the Province/State of Onta	rio , swear or affirm that:
2. I have examined all of the documentation in support Being Claimed", "Statement(s) of Fees Being Claimed 3. The attached "Summary of Fees and Disbursement Disbursements Being Claimed" include only costs incontario Energy Board process referred to above.	the "Party") and as such have knowledge of the matters attested to herein. Fort of this cost claim, including the attached "Summary of Fees and Disbursement or and "Statement(s) of Disbursements Being Claimed". Its Being Claimed", "Statement(s) of Fees Being Claimed" and "Statement(s) of or urred and time spent directly for the purposes of the Party's participation in the or done, or time spent, by a person that is an employee or officer of the Party as actice Direction on Cost Awards.
Dibout Kluer	
Signature of Affiant	



Affidavit and Summary of Fees and Disbursements

File # EB- 2013-0416 Process: Application by Hydro One Networks Inc.

Party:	City of Hamilton			
		Summary of Fee	es and Disbursen	nents Being Claimed
Legal/con	sultant/other fees	\$	46,304.00	
Disbursen	nents	\$	-	
HST		\$	6,019.52	
Total Cost	t Claim	\$	52,323.52	

Payment Information

Make cheque payable to: WeirFoulds LLP, In Trust

Send payment to this address: WeirFoulds LLP, Attention: Robert Warren

Suite 4100 - 66 Wellington Street West

PO Box 35, Toronto-Dominion Centre

Toronto ON M5K 1B7



File # EB-	2013-0416		Process: Application by	v Hydro One Networks Inc.
Party:	City of Hamilton		Service Provider Name	: Robert B. Warren- WeirFould
	SERVICE PROVIDER TYPE Legal Counsel Articling Student/Paralegal Consultant	(check one)	Year Called to Bar 1977	Completed Years Practising/Years of Relevant Experience 37 Hourly Rate: \$330
	Analyst For Consultant/Analyst:	CV atta	ched HST Rate vided within previous 24 months	Charged (<i>enter</i> %): 13.0%

St	atement o	f Fe	es Being	Clai	med		West Acres	
	Hours	Но	urly Rate		Subtotal	HST		Total
Pre-hearing Conference								
Preparation		\$	330.00	\$	-	\$ -	\$	-
Attendance		\$	330.00	\$	-	\$ -	\$	-
Technical Conference								
Preparation	17.30	\$	330.00	\$	5,709.00	\$ 742.17	\$	6,451.17
Attendance	1.50	\$	330.00	\$	495.00	\$ 64.35	\$	559.35
Interrogatories								
Preparation	20.40	\$	330.00	\$	6,732.00	\$ 875.16	\$	7,607.16
Responses	种数数数	\$	330.00	\$	-	\$ -	\$	-
Issues Conference								
Preparation	2.50	\$	330.00	\$	825.00	\$ 107.25	\$	932.25
Attendance		\$	330.00	\$	-	\$	\$	-
ADR - Settlement Conference								
Preparation	2.50	\$	330.00	\$	825.00	\$ 107.25	\$	932.25
Attendance	5.00	\$	330.00	\$	1,650.00	\$ 214.50	\$	1,864.50
Proposal Preparation		\$	330.00	\$	-	\$ -	\$	-
Argument								
Preparation	2.90	\$	330.00	\$	957.00	\$ 124.41	\$	1,081.41
Oral Hearing								
Preparation	13.20	\$	330.00	\$	4,356.00	\$ 566.28	\$	4,922.28
Motion Attendance	1.50	\$	330.00	\$	495.00	\$ 64.35	\$	559.35
Other Conferences								
Preparation		\$	330.00	\$	-	\$ -	\$	-
Attendance		\$	330.00	\$	-	\$ -	\$	-
Case Management		\$	170.00	\$	_	\$ -	\$	=
TOTAL SERVICE PROVIDER FEES		Γ		\$	22,044.00	\$ 2,865.72	\$	24,909.72

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Below is a description of the services rendered through October 31, 2014 with respect to our File No. 01626.00018

Fee Detail

Date	Description	Name	Hours
25/03/14	Review materials from D. Edwards regarding HONI application; email to D. Edwards;	Robert Warren	0.30
16/04/14	Review of prefiled evidence of HONI;	Robert Warren	2.20
17/04/14	Call with clients regarding HONI case and regarding WattsWorth expert retainer; email exchange with client;	Robert Warren	0.60
24/04/14	Draft letter to WattsWorth; email to client;	Robert Warren	0.30
25/04/14	Revise draft letter to WattsWorth; email to client;	Robert Warren	0.20
30/04/14	Review of WattsWorth response to request for proposal; email to client;	Robert Warren	0.30
02/05/14	Review technical conference transcript;	Robert Warren	1.40
05/05/14	Conference call with clients and S. Ray of Watts Worth; e-mail from S. Ray regarding issues list;	Robert Warren	0.60
08/05/14	E-mail from client regarding issues list; e-mail to S. Ray regarding same; calls to J. Lea; review transcript of technical conference;	Robert Warren	0.80
09/05/14	E-mail and call to J. Lea regarding issues list; letter to OEB regarding same; e-mail to and from client;	Robert Warren	0.50
13/05/14	E-mail to and from client regarding issues list;	Robert Warren	0.10
16/05/14	Review technical conference and issues transcript;	Robert Warren	2.40
20/05/14	Review of OEB procedural order and issues list; email to S. Ray regarding same;	Robert Warren	0.30
30/05/14	Review HONI evidence updates;	Robert Warren	0.70
04/06/14	Review HONI evidence up-dates;	Robert Warren	0.40
05/06/14	Review Hydro One evidence up-dates;	Robert Warren	0.90
06/06/14	Review of draft report from S. Ray; emails to and from S. Ray regarding expert evidence;	Robert Warren	1.10
09/06/14	Email to S. Ray regarding evidence;	Robert Warren	0.50

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11/06/14	Review of OEB staff interrogatories; email attendance with S. Ray; draft interrogatories to Hydro One;	Robert Warren	0.30
12/06/14	Review of Hydro One's prefiled evidence, Ontario Energy Board reports and WattsWorth report; prepare written interrogatories;	Robert Warren	2.30
13/06/14	Revise and file interrogatories in Hydro One matter; email to and from client regarding same;	Robert Warren	1.70
14/07/14	E-mails to and from client and expert re: conference call; review HONI pre-filed evidence and interrogatory responses;	Robert Warren	2.90
15/07/14	Review pre-filed evidence and interrogatory responses;	Robert Warren	2.80
15/07/14	Review HONI interrogatory responses for technical conference questions; conference call with client and experts;	Robert Warren	1.30
16/07/14	Draft questions for HONI technical conference;	Robert Warren	1.90
16/07/14	Review HONI interrogatory responses and pre-filed evidence;	Robert Warren	3.10
17/07/14	E-mail to and from Jennifer Lea re: technical conference procedure;	Robert Warren	0.30
17/07/14	Revise and file questions for technical conference; e-mail to and from client re: same;	Robert Warren	2.60
18/07/14	Review of interrogatory responses for technical conference; e- mail to and from client re: settlement conference;	Robert Warren	3.10
21/07/14	Review of pre-filed evidence and draft Agents' reports; review of previous decisions;	Robert Warren	2.90
21/07/14	E-mail to client re: confidentiality undertaking;	Robert Warren	0.10
21/07/14	Preparation for technical conference; review interrogatory responses; e-mail to and from client;	Robert Warren	1.00
22/07/14	Attend technical conference; e-mail to client re: responses to questions;	Robert Warren	1.50
22/07/14	Review technical conference transcripts;	Robert Warren	3.50
22/07/14	Preparation for intervenor settlement meeting; e-mail to and from client re: settlement options;	Robert Warren	0.50

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23/07/14	Attend intervenor settlement conference at OEB;	Robert Warren	2.50
23/07/14	Discussion with M. Kovacevic re: settlement issues; e-mail to expert re: same;	Robert Warren	0.60
24/07/14	E-mail to and from expert re: settlement options for Hamilton;	Robert Warren	0.50
24/07/14	Letter from HONI re: confidentiality undertaking; draft response;	Robert Warren	0.50
25/07/14	Draft letter to OEB re: undertaking for confidential documents; e-mail to and from client re: same;	Robert Warren	2.10
25/07/14	Preparation for settlement conference; e-mail to and from expert re: same;	Robert Warren	0.90
28/07/14	Review undertaking responses from technical conference;	Robert Warren	1.20
28/07/14	Attend settlement conference at OEB;	Robert Warren	2.50
29/07/14	E-mail to client re: status of case;	Robert Warren	0.10
31/07/14	Review PO #5; e-mail to client;	Robert Warren	0.20
06/08/14	Review interrogatory responses for hearing;	Robert Warren	1.10
03/09/14	Preparation of motion and affidavit in support; email to M. Kovacevic regarding same;	Robert Warren	2.10
04/09/14	Revise and file motion material;	Robert Warren	0.50
10/09/14	Email to and from parties regarding date for hearing of Hamilton motion;	Robert Warren	0.20
11/09/14	Email to parties and M. Helt regarding filing information on Navigant study;	Robert Warren	0.20
12/09/14	Preparation for hearing of motion; email to client on outcome of motion;	Robert Warren	1.50
12/09/14	Attend motion hearing at Ontario Energy Board;	Robert Warren	1.50
16/09/14	Review of OEB decision on motion; email to client;	Robert Warren	0.30
18/09/14	Reviewing hearing transcript regarding cost allocation issues;	Robert Warren	2.10
14/10/14	Revise written argument; review pre-filed evidence;	Robert Warren	0.80

INVOICE

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Summary

Name	Hours	Rate	Fees
Robert Warren	66.80	330.00	22,044.00
Total Summary	66.80		\$22,044.00

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Fotal Fees for Professional Services	\$22,044.00
HST	\$2,865.72
Fotal Fees including HST	\$24,909.72
Taxable Disbursements Nil	
Total Taxable Disbursements	
Total Disbursements	0
HST	0
Total Disbursements and HST for this Invoice	0
	0
Totals For This Matter	
Totals For This Matter Total Fees Including HST	\$24,909.72
Totals For This Matter Total Fees Including HST Total Disbursements Including HST	\$24,909.72 \$0
Total Disbursements and HST for this Invoice Totals For This Matter Total Fees Including HST Total Disbursements Including HST Total Fees and Disbursements Including HST Amount Applied From Trust	\$24,909.72



File # EB-	2013-0416		Process: Ap	oplication by Hydro One Networks Inc.
Party:	City of Hamilton	****	Service Prov	vider Name: Stephen Ray - Wattsworth A naly S
			Year Called to	Completed Years Practising/Years of Relevant
	SERVICE PROVIDER TYPE	(check one)	Bar	Experience
	Legal Counsel			6
	Articling Student/Paralegal			
	Consultant	v		Hourly Rate: \$230
	Analyst			
	For Consultant/Analyst:	☑ CV atta	ched	HST Rate Charged (enter %): 13.0%
		CV pro	vided within previous	24 months

	Hours	Ho	urly Rate	S	Subtotal		HST	Total
Pre-hearing Conference			,					
Preparation	1.50	\$	230.00	\$	345.00	\$	44.85	\$ 389.85
Attendance		\$	230.00	\$	-	\$	-	\$ =
Technical Conference								
Preparation	1.00	\$	230.00	\$	230.00	\$	29.90	\$ 259.90
Attendance		\$	230.00	\$	-	\$	-	\$ -
Interrogatories								
Preparation	4.00	\$	230.00	\$	920.00	\$	119.60	\$ 1,039.60
Responses		\$	230.00	\$	=	\$	-	\$
Issues Conference								
Preparation	0.50	\$	230.00	\$	115.00	\$	14.95	\$ 129.95
Attendance		\$	230.00	\$	-	\$	-	\$ -
ADR - Settlement Conference								
Preparation		\$	230.00	\$	-	\$	-	\$ -
Attendance		\$	230.00	\$	-	\$	-	\$ -
Proposal Preparation		\$	230.00	\$	-	\$	-	\$ -
Argument								
Preparation	35.00	\$	230.00	\$	8,050.00	\$	1,046.50	\$ 9,096.50
Oral Hearing								
Preparation		\$	230.00	\$	-	\$	-	\$ -
Attendance		\$	230.00	\$	-	\$	-	\$ -
Other Conferences		_						
		\$	230.00	\$	-	\$	-	\$ -
Preparation						_		
Preparation Attendance		\$	230.00	\$	-	\$	-	\$ -:
Preparation					-	\$	-	\$ -



File # EB-	2013-0416		_ Process:	Application by Hydro One Networks Inc.
Party:	City of Hamilton		Service P	rovider Name: Richard Spitters, WattsWorth Andysis
			Year Called to	Completed Years Practising/Years of Relevant
	SERVICE PROVIDER TYPE	(check one)	Bar	Experience
	Legal Counsel			6
	Articling Student/Paralegal			
	Consultant	V		Hourly Rate: \$230
	Analyst			Managina and Amagina and Amagi
	. For Consultant/Analyst:	☑ CV att	ached	HST Rate Charged (enter %): 13.0%
		□ CV pro	ovided within previo	ous 24 months

St	atement o	f Fe	es Being	Clai	med		and the second second
	Hours	Hot	urly Rate	S	Subtotal	HST	Total
Pre-hearing Conference							
Preparation		\$	230.00	\$	-	\$ -	\$ -
Attendance		\$	230.00	\$	-	\$ -	\$ -
Technical Conference							
Preparation		\$	230.00	\$	-	\$ -	\$ =
Attendance		\$	230.00	\$	-	\$ -	\$ -
Interrogatories							
Preparation	2.00	\$	230.00	\$	460.00	\$ 59.80	\$ 519.80
Responses		\$	230.00	\$	-	\$ -	\$ _
Issues Conference							
Preparation		\$	230.00	\$	-	\$ -	\$ -
Attendance		\$	230.00	\$	-	\$ -	\$ -
ADR - Settlement Conference							-
Preparation		\$	230.00	\$	_	\$ -	\$ -
Attendance		\$	230.00	\$	-	\$ -	\$ -
Proposal Preparation		\$	230.00	\$	-	\$ -	\$ -
Argument							
Preparation	9.00	\$	230.00	\$	2,070.00	\$ 269.10	\$ 2,339.10
Oral Hearing							
Preparation		\$	230.00	\$	-	\$ -	\$ -
Attendance		\$	230.00	\$	-	\$ -	\$ -
Other Conferences							
Preparation		\$	230.00	\$	-	\$ -	\$ -
Attendance	entral en desemble de la companya d	\$	230.00	\$	-	\$ -	\$ -
Case Management		\$	170.00	\$	-	\$ -	\$ -
TOTAL SERVICE PROVIDER FEES		Γ-		\$	2,530.00	\$ 328.90	\$ 2,858.90



File # EB-	2013-0416		Process: Ap	plication by Hydro One Networks Inc.
Party:	City of Hamilton		Service Prov	ider Name: Jimmy Ding Watts Worth Analy
			Year Called to	Completed Years Practising/Years of Relevant
	SERVICE PROVIDER TYPE	(check one)	Bar	Experience
	Legal Counsel			3
	Articling Student/Paralegal			
	Consultant			Hourly Rate: \$170
	Analyst	V		Indiana di Santa de Caración d
	For Consultant/Analyst:	CV atta	iched	HST Rate Charged (enter %): 13.0%
		CV prov	vided within previous 2	24 months

St	atement o	f Fe	es Being	Clai	med		
	Hours	Ho	urly Rate	9	Subtotal	HST	Total
Pre-hearing Conference							
Preparation	3.50	\$	170.00	\$	595.00	\$ 77.35	\$ 672.35
Attendance		\$	170.00	\$	-	\$ -	\$ -
Technical Conference							
Preparation	4.00	\$	170.00	\$	680.00	\$ 88.40	\$ 768.40
Attendance		\$	170.00	\$	-	\$ -	\$ -
Interrogatories							
Preparation	12.00	\$	170.00	\$	2,040.00	\$ 265.20	\$ 2,305.20
Responses		\$	170.00	\$	-	\$ -	\$ -
Issues Conference							
Preparation	0.50	\$	170.00	\$	85.00	\$ 11.05	\$ 96.05
Attendance		\$	170.00	\$	-	\$ -	\$ -
ADR - Settlement Conference							
Preparation		\$	170.00	\$	-	\$ -	\$ -
Attendance		\$	170.00	\$	-	\$ -	\$ -
Proposal Preparation		\$	170.00	\$	-	\$ -	\$ _
Argument							
Preparation	51.00	\$	170.00	\$	8,670.00	\$ 1,127.10	\$ 9,797.10
Oral Hearing							
Preparation		\$	170.00	\$	-	\$ -	\$ -
Attendance		\$	170.00	\$		\$ -	\$ _
Other Conferences							
Preparation		\$	170.00	\$	-	\$ -	\$ -
Attendance		\$	170.00	\$	> -	\$ -	\$ _
Case Management		\$	170.00	\$.=	\$ -	\$ -
TOTAL SERVICE PROVIDER FEES		Г		\$	12,070.00	\$ 1,569.10	\$ 13,639.1

Wattsworth Analysis 555 Southdale Road East, Suite 203 London, ON N6E 1A2

RE: City of Han	RE: City of Hamilton – EB-2013-0416 (Hydro One Networks Inc.)	Inc.)		
Date	Description of Work	Type	Timekeeper	Hours
5-May-14	Kick-off phone call with WeirFoulds and City of Hamilton	Preparation	S.Ray / J.Ding	SR - 0.5 JD - 0.5
6-May-14	Prepare questions/issues regarding HONI's Draft Issues List from their Custom IR	Preparation	S.Ray / J.Ding	SR - 0.5 JD - 0.5
12-May-14	sheet related Custom	Preparation	S.Ray / J.Ding	SR - 1 JD - 3
21-May-14	Review HONI report requirements and status	Preparation	S.Ray / J.Ding	SR - 2 JD - 2
Apr 25 to May 2, 2014	Review necessary materials (OEB rate filings, reports, SL invoices, etc.) in order to develop a draft report with objective analysis of HONI's SL rate class as proposed in EB-2013-0416.	Preparation of Report	S.Ray / J.Ding / R.Spitters	SR - 3.5 JD - 8.5 RS - 7
May 5 to May 9, 2014	Review EB-2013-0146 Cost Allocation Model.	Preparation of Report	S.Ray / J.Ding / R.Spitters	SR - 11 JD - 18 RS - 2
May 12 to Jun 6, 2014	Develop draft report with analysis of the SL rate class for EB-2013-0146.	Preparation of Report	S.Ray / J.Ding	SR - 18.5 JD - 22.5
Jul 10 to Jul 17, 2014	Assist in the preparation of HONI Technical Conference questions.	Preparation	S.Ray / J.Ding	SR - 1 JD - 4
Jun 30 to July 9, 2014	f interrogatories as well assess I's responses to the same.	Preparation	S.Ray / J.Ding / R.Spitters	SR - 4 JD - 12 RS - 2
71 hours @ \$170/hr	71 hours @ \$170/hr (J.Ding) = \$12,070		Total Hours:	124

11 hours @ \$230/hr (R.Spitters) = \$2,530 42 hours @ \$230/hr (S.Ray) = \$9,660

\$24,260.00 Sub-total:

\$3,153.80

HST:

\$27,413.80

TOTAL:

STEPHEN M. RAY, P.Eng

2199 Blackacre Drive, Oldcastle ON, NOR 1L0 519-946-2000 x213, sray@wattsworth.com

PROFESSIONAL PROFILE

- A Professional Engineer, licensed by Professional Engineers Ontario ("PEO")
- A certified corporate "Blackbelt" Technical problem solving
- Trained in Lean Manufacturing
- Accredited LEED Green Associate

EDUCATION

1996

Bachelor of Applied Science, Honors Mechanical Engineering

University of Windsor Windsor, Ontario

PROFESSIONAL EXPERIENCE

2012 to Present

Vice President, Business Development & Consulting WattsWorth Analysis Inc., London, Ontario

Services / Business Provided by WattsWorth:

- Electricity and natural gas wholesale settlement consulting services for large industrial consumers
- Electricity and natural gas procurement / rates consulting services for public sector entities such as municipalities and school boards
- Generator bid management services for IESO (Independent Electricity Systems Operator) market participants

Duties Include:

- Responsible for all operations of the company
- As Officer of the company, report to the Board of Directors and Shareholder

2011 to Present

General Manager

Essex Energy Corporation, Oldcastle, Ontario

Services / Business Provided by Essex Energy:

- Settlement, engineering, and field services for electrical utilities, including Essex Powerlines Corporation
- Power generation project development
- Smart Grid solutions for the 21st century utility
- Community Energy Planning and CDM consulting services
- IESO market participants (grid tied Distributed Generation)

Duties Include:

- Responsible for all operations of the company
- As Officer of the company, report to the Board of Directors and Shareholder

2008 to 2011

Business Development Manager Essex Power Corporation, Oldcastle, Ontario

Duties Include:

- Responsible for deployment and commissioning of smart meters for Essex Powerlines Corporation
- Develop new business and support process changes within the Essex
 Power Group of companies

2007 to 2008

Operations Manager – Windsor Assembly Plant Chrysler Canada, Windsor, Ontario

Duties Included:

 Responsible for all plant operations (Body-In-White, Paint, and Assembly) on Shift #3 – SQDCM (Safety, Quality, Delivery, Cost, and Morale). 1,500 employees.

2003 to 2007

Maintenance Manager – Body-In-White - Windsor Assembly Plant Chrysler Canada, Windsor, Ontario

Duties Included:

- Ensuring >500 quality minivans were shipped to Paint per shift (1,500 per day)
- Develop and ensure completion of Preventive Maintenance (PM's) activities to prevent failures. This included predictive maintenance activities
- Responsible for >400 skilled trades, engineers, and supervisors
- Responsible for all aspects of maintenance and planning for a 3-Shift, 6
 day Body Shop production operation with >1000 robots and related
 automation

1996 to 2003

Quality Engineer & Maintenance Supervisor – Pillette Road Truck Assembly Plant

Chrysler Canada, Windsor, Ontario

Duties Included:

- Responsible for chassis and front end alignment quality and related plant processes
- Supervised Tool Engineers and was responsible for all tooling and capital projects in Assembly division
- Shift Maintenance Supervisor swinging all three shifts
- Responsible for directing ~30 tradespeople per shift

OTHER INTERESTS / ACCOMPLISHMENTS

- Athlete of the Year University of Windsor, 1996
- Student Athlete of the Year University of Windsor, 1995
- Member of Team Canada Volleyball Team, 1995
- Enjoy coaching kids baseball and basketball

10536 Westminster Drive, Southwold, Ontario N0L 2G0 519-652-1872, rspitters@gmail.com

PROFILE

Over 20 years creating, managing and delivering customer focused, cost effective technical sales and service solutions. Strength in communicating and collaborating with internal and external stakeholders at all levels. Business development experience identifying and growing sales and service opportunities coupled with project management executing the planning and implementation.

HIGHLIGHTS OF ACCOMPLISHMENTS

- Managed technical service offerings and business development projects to successful
 implementation including technical staff and support teams installing multi million dollar
 municipal water purification systems, introduction of utility hydro and water meter installation
 programs and utility meter reading services. Maintained focus on delivering exceptional
 customer service and value while achieving project results within time and budget
 parameters.
- As Business Manager, led business growth and service expansion in Ontario and eastern Canada, achieving annual revenue increases of greater than 20%.
- Succeeded in completing project that introduced standard product line, replacing extensive customization saving \$1000's per installation. Streamlined technical service and vendor management and reduced engineering / sourcing / manufacturing time by up to 30%.
- Successful in customer retention after selling company assets and joining new organization.

EMPLOYMENT EXPERIENCE

Wattsworth Analysis Inc.

Manager, Ontario Markets/ Energy Market Analyst, 2010-2015

- Develop energy procurement strategies for Ontario municipalities for electricity and natural gas
- Energy market analyst
- Provide IESO settlement services for large Commercial/Industrial (C&I) consumers
- Evaluate impact of Ontario Energy Board rate approvals for municipal and C&I customers
- Perform data analysis and create custom reports and estimates for municipalities and Class A electricity consumers in Ontario that incorporate all commodity, Global Adjustment and tariff costs.
- Acted as Project Manager for a municipal energy audit

Business Consultant, 2007-2009

• Created business cases, evaluated business opportunities and assisted with the increased utilization of an accounting package for an existing business.

Trojan Technologies Inc., London, Ontario, 2001 – 2006

Manager Technical Support Services, 2001-2004

- Managed global delivery of on and off site technical support services.
- Responsible for design, development and implementation of programs to provide remote and on-site technical support for system commissioning, warranty claims and service contracts.
- Managed development and implementation of standardized processes for system commissioning checklists and field work orders.
- Initiated creation of departmental training database that was adopted corporate wide.
- Analyzed ongoing Customer Satisfaction Survey results and implemented changes to improve customer experience.
- Analyzed replacement part usage and established inventory level requirements with Purchasing Department.
- Managed the logistics function within the service department including the fulfillment of parts orders, return authorizations and warranty claim approvals.
- Served as one of four members on corporate process development team
- Established staffing levels and requirements to meet budget and business requirements.
- Managed the development and implementation of hands on training programs for Field Service Technicians, Technical Assistance Specialists and external Service Representatives.
- Recognized by external service providers as having top rated manufacturer training programs.
- Provided effective leadership, coaching and performance management to supervisors, field service technicians, technical call centre, parts order desk, warranty claims, training and administrative personnel.
- Project Team Leader for development and implementation of new corporate service strategy.
- Developed process flow for 24/7 Technical Assistance Call Center software.
- Member of Engineering Change Management Team representing service department.
- Provided Engineering Department with serviceability requirements for new product designs.
- Conducted regular performance reviews and annual salary review process.
- Responsible for operating budget of \$2.5 million.
- Ensured ISO compliance for Technical Client Service Department.

Operations Team Leader / Engineer III, 2004-2006

- Managed the Engineering Change Management (ECM) process. Developed and implemented improved measurement and reporting metrics for ECM process.
- Introduced new communication and reporting practices within ECM process.
- Served as Project Manager leading cross functional team through the product development process in bringing a standardized product to market.
- Significantly reduced costly customization and streamlined sales and engineering processes for new product line.
- Created and delivered final presentation to the executive team.
- Created operating and maintenance manuals for new product line.

EPCOR Technologies Inc., Mississauga Ontario, 1998 - 2001

Operations Manager / Business Manager

- Managed all aspects of operations of Mississauga facility including Measurement Canada accredited test lab and electrical metering product sales and service.
- Provide direction and leadership to over 100 staff.
- Prepared annual budget and monthly performance reports and variance analysis.
- Managed business development, including creation of RFP's and contract negotiations.
- Member of three-person national team that negotiated Sales Agency agreement with G.E.
- Responsible for integration of business acquisitions (personnel, systems).
- Managed initial Measurement Canada accreditation registration process and subsequent Meter Service Organization status within nine months, meeting all objectives.
- Member of national EPCOR Management Review and Training Committees.
- Liaised with corporate office to ensure corporate accounting, safety, training and human resources policy compliance.

Spitters Meters Ltd., Southwold, Ontario, 1989 – 1998

Owner/General Manager

- Provided electrical metering product sales, service and technical support to electrical utility market that included over 70 Public Utility customers and electrical distributors.
- Manufacturer Sales Agent for Schlumberger Industries.
- Complied with Measurement Canada regulations for calibration and certification of electrical meters and metering installations.
- Provided analysis and recommendations of interval data and Time-of Use reports to Utility customers in order to implement cost savings measures.
- Implemented new computerized accounting software.

EDUCATION

Certified Energy Manager, October 2013

Masters Business Administration, June 2007

Athabasca University, St. Albert, Alberta

Graduate Diploma in Management, May 2004

Athabasca University, St. Albert, Alberta

Bachelor of Science with Honours, Electrical Engineering, May 1989

Queens University, Kingston, Ontario

PROFESSIONAL DEVELOPMENT

- Customer Relationship Management, Schulich School of Business, York University
- Project Management, Strategic Project Management Inc.
- Executive Development Program, Schulich School of Business, York University
- Sales Training, Priority Management Systems (Selling Breakthroughs)
- Dealing effectively with difficult employees
- General Electric and Schlumberger Industries product training seminars
- ISO 9000, Fanshawe College
- Programmable Logic Controllers, Fanshawe College
- Microsoft Office (Word, Excel, Power Point, MS Project)
- Lotus Notes
- Toastmasters International



Jimmy Ding, HBA Energy Market Analyst WattsWorth Analysis Inc. (June 2012 to October 2014)

Jimmy was recruited to WattsWorth in June of 2012 after having earned his Honours Business Administration degree from the Richard Ivey School of Business, at the University of Western Ontario. Jimmy's considerable academic successes have translated seamlessly into continued success with WattsWorth.

His extensive skills in Microsoft and VBA programming have significantly improved WattsWorth's already strong tools and processes, allowing for more rapid analysis and turnaround time, and greater opportunity to expand the WattsWorth services to new customers. Jimmy is an expert in analytics, budgeting, modeling, and forecasting analysis for multiple organizations within the WattsWorth Public Sector Buying Group, as well as large Commerical/Industrial clients.

A strong advocate for integrating analytics into daily operations, Jimmy consistently develops models based on regression, simulation, and optimization. His proficiency in the research process, showing the ability to mine, manage, analyze, and present data in an impactful and significant manner, has proven invaluable to WattsWorth's customer base by way of increased process efficiency and reduced turnaround time for customer deliverables.

Jimmy has a deep understanding of the energy market forces in Ontario that affect the cost of energy and has used this skill effectively to benefit clients.