



**EB-2015-0176**

**IN THE MATTER OF** the *Ontario Energy Board Act, 1998*,  
S.O. 1998, c.15, Schedule B (the “Act”);

**AND IN THE MATTER OF** an application by Hydro One  
Networks Inc. for an exemption to sections 2.10.1 and  
7.11.1 to 7.11.7 of the Distribution System Code for certain  
Regulated Price Plan Consumers

**DECISION ON REQUEST FOR ORAL HEARING AND  
PROCEDURAL ORDER No.1  
June 19, 2015**

On May 15, 2015 Hydro One Networks Inc. (Hydro One) applied under section 74 of the *Ontario Energy Board Act, 1998* for an exemption from certain sections of the Distribution System Code which relate to estimated billing and billing accuracy. The exemption would apply to approximately 170,000 of the utility’s “hard to reach” customers. Hydro One requests that the Ontario Energy Board (OEB or Board) grant this exemption effective April 15, 2015 until December 31, 2019.

A Notice of Application and Written Hearing was issued on May 29, 2015 which established deadlines for the filing of interrogatories and submissions by interested parties and for responses by the applicant.

Prior to issuance of the Notice the OEB received requests for an oral hearing from Brenda Makela, Penny Trottier, Melanie Greenham-Burns, Della Kuiack, Dan and Erin Reid, Teresa Middleton, Lori Warwick, Nancy Moisan and Savanah Duguay.

Rule 34.01 of the Board’s Rules of Practice and Procedure states that, in any proceeding, the Board may hold an oral, electronic or written hearing, subject to the *Statutory Powers Procedure Act (SPPA)* and the statute under which the proceeding

arises. Section 5 of the SPPA provides, in part, that the tribunal shall not hold a written hearing if a party satisfies the tribunal that there is good reason for not doing so.

I have considered the request for an oral hearing and find that a written hearing is sufficient to obtain a complete record on the issues relevant to the application. The notice for this application allows concerned customers to ask questions of Hydro One in writing. In addition, their concerns can be heard through written submissions. The requests for oral hearing filed by the customers did not explain why their concerns could not be fully expressed in writing. I am not satisfied that there is good reason to hold an oral hearing. However, I will extend the time for parties to ask questions of the applicant and to set out their views on the application evidence in writing.

#### **THE BOARD ORDERS THAT:**

1. The application will proceed by way of written hearing.
2. If Board staff or an interested party wishes to receive information from the applicant that is relevant to the hearing, it shall request it by written interrogatories filed with the Board and delivered to the applicant on or before **July 3, 2015**.
3. The applicant shall file with the Board complete written responses to the interrogatories and copy them to any party that filed interrogatories no later than **July 17, 2015**.
4. If Board staff or an interested party wishes to make a submission on the application evidence, it must file this submission with the Board, and deliver it to the applicant by **July 31, 2015**.
5. If the applicant wishes to file a response to a submission this must be filed with the Board and copied to any party that filed a submission by **August 14, 2015**.

All filings to the OEB must quote the file number, EB-2015-0176, be made in searchable/unrestricted PDF format electronically through the OEB's web portal at <https://www.pes.ontarioenergyboard.ca/eservice/>. Two paper copies must also be filed at the Board's address provided below. Filings must clearly state the sender's name,

postal address and telephone number, fax number and e-mail address. Parties must use the document naming conventions and document submission standards outlined in the RESS Document Guideline found at

<http://www.ontarioenergyboard.ca/OEB/Industry>. If the web portal is not available parties may email their documents to the address below. Those who do not have internet access are required to submit all filings on a CD in PDF format, along with two paper copies. Those who do not have computer access are required to file 7 paper copies.

All communications should be directed to the attention of the Board Secretary at the address below, and be received no later than 4:45 p.m. on the required date.

### ADDRESSES

**Ontario Energy Board:**

Ontario Energy Board  
P.O. Box 2319  
27th Floor  
2300 Yonge Street  
Toronto ON M4P 1E4  
Attention: Board Secretary  
Filings:  
[www.pes.ontarioenergyboard.ca/eservice/](http://www.pes.ontarioenergyboard.ca/eservice/)

Email: [boardsec@ontarioenergyboard.ca](mailto:boardsec@ontarioenergyboard.ca)  
Tel: 1-888-632-6273 (Toll free)  
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**Applicant:**

Hydro One Networks Inc.  
483 Bay Street  
8th Floor - South Tower  
Toronto ON M5G 2P5  
Attention: Oded Hubert

Email: [Regulatory@hydroone.com](mailto:Regulatory@hydroone.com)  
Tel: 416-345-5240  
Fax: 416-345-5866

**DATED** at Toronto, June 19, 2015

**ONTARIO ENERGY BOARD**

*Original signed by*

Kirsten Walli  
Board Secretary