**Hydro One Networks Inc.**
7th Floor, South Tower
483 Bay Street
Toronto, Ontario M5G 2P5
www.HydroOne.com

Tel:   (416) 345-5240
Cell:  (416) 903-5240
Oded.Hubert@HydroOne.com

**Oded Hubert**
Vice President
Regulatory Affairs

hydro **one**

BY COURIER

August 26, 2015

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
Suite 2700, 2300 Yonge Street
P.O. Box 2319
Toronto, ON, M4P 1E4

Dear Ms. Walli,

**Ontario Electricity Support Program (OESP) – Hydro One Networks Inc. Self Certification for OESP Readiness**

Attached is Hydro One Networks Inc.'s Self Certification Sign-Off Report indicating that Milestone One has been completed, and the High Level Project Plan demonstrating the completed preparations for the customer confirmation interface test with the Central Service Provider.

Please be advised that for the purposes of the implementation of the Ontario Electricity Support Program (OESP) that Hydro One Networks Inc. will act as the OESP administrator for Cat Lake and Hydro One Remotes utilities, which includes the development of OESP implementation capabilities, ongoing administration and settlements with the IESO. As a result, Cat Lake and Hydro One Remotes Inc. are not planning to file separate OESP readiness self-certifications or implementation plans.

Sincerely,

Oded Hubert

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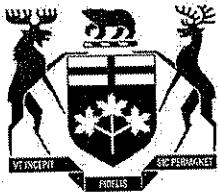
**Ontario Electricity Support
Program (OESP)**

**Utility Self-Certification for OESP
Readiness**

Ontario

Ontario Energy   Commission de l'énergie
Board            de l'Ontario

# 1. Purpose of OESP Self-Certification Report

A Utility is required to complete OESP Readiness activities successfully to ensure that it is capable of offering the Ontario Electricity Support Program to its customers. The Utility is required to self-certify the level of completion of their enrollment activities and readiness to offer the OESP at key milestones.

To complete the OESP Self-Certification Report the Utility must complete all necessary internal activities and successfully complete Enrollment Testing with the Central Service Provider (CSP).

# 2.0 Purpose of the OESP Self-certification Report

This Report is to be used through 2015 by your Utility to:

- Perform a self-assessment of your readiness to enter into Testing with the Central Service Provider (CSP),
- Communicate the status of your readiness activities, and,
- Self-certify your readiness to participate in the OESP Program. The Utility will be asked to certify a level of readiness with a signature from an officer of their organization.

This readiness assessment performed by the Utility should be from a unified perspective and include third party service providers if applicable. The Utility is required to complete the following activities:

1. Billing system changes to apply an OESP amount to a customer's bill.
2. Bill print changes to display the OESP amount on a customer's bill.
3. Readiness to process Customer Confirmation transactions.
4. Process and Training readiness for all required staff.
5. Readiness to process Customer Tariff and One Time Adjustment transactions.
6. Readiness to send and receive interface files to and from the CSP via Secure FTP.
7. Readiness to collect the OESP charge from all applicable customers.
8. Readiness to settle OESP charges and rates with IESO.
9. Overall readiness to offer and apply OESP to eligible customer's bills for January 1, 2016

# 3.0 How to Use the High Level Project Plan and Self-Certification Sign-Off Report

The Utility should use the "OESP High Level Project Plan and Go-Live Readiness Checklist" document to help guide them through the process of completing the Self-Certification report.

## Self-Certification Report (this document)

The OESP Self Certification Report (see page 4) will be completed and filed by the Utility on or before the submission dates indicated. For each submission, an officer of the Utility is be required to indicate the percentage of OESP activities complete at the time of submission for all three project milestones. The Utility should scan and email the completed sign off sheet to: OESP_Utility_Enablement@ontarioenergyboard.ca
The subject line of the email should be **"<Utility Name> Self-certification Update <dd/mm/yy>"**.

**Validation by OEB:** These documents will be used by the OEB to monitor the progress of the Utility. The OEB may validate a self-certification filing at any time as a Utility proceeds into OESP Enrollment. If any portion or all of a filing is selected for validation, you will be required to provide documentation supporting your readiness within one week of the OEB's request.

## High Level Project Plan (expected) + Go-Live Readiness Checklist (recommended)

The High Level Project Plan breaks down all major activities required for OESP into three key milestones:
1. Readiness to commence Customer Confirmation Interface testing with CSP (August 26)
2. Readiness to commence Customer Tariff and One Time Adjustment Interfaces testing with CSP (October 9th or earlier)
3. Utility is fully ready to offer and apply OESP to eligible customer's bills (November 30th)

The Utility should update their progress on the High Level Project Plan by updating the "% complete" column. A Milestone should only be considered "complete" when all of its relevant sub-tasks are also complete. Note that in certain situations, some sub-tasks may not be relevant to some Utilities. If this is the case, please indicate your reasoning on the High Level Project Plan Report periodically submitted to the OEB.

Upon completion of the first milestone, the Utility will be given credentials to the CSP's test portal, where they will gain access to detailed test instructions and a separate, online Self-Verification process for the interface testing. The Utility does not have to wait until the stated end date to begin interface testing with the CSP. If the Utility has simultaneously completed their builds of all necessary interfaces for transactions with the CSP, they can elect to test all of their interfaces in one test phase. Upon completion of the third milestone, the Utility will be ready to begin offering and applying OESP to its eligible customer's bills.

Attached to the OESP High Level Project Plan is the Go-Live Readiness Checklist which is available for Utilities to use as a tool to further break down each of the OESP activities listed in the Project Plan and help aid the Utility to identify the % complete for each milestone. An officer is not required to fill out the High Level project plan – it is sufficient for a project manager to perform that task. Please note that a Utility may require more steps to complete an OESP activity than the ones listed in the High Level Project Plan and the Go-Live Readiness Checklist. The Utility will ultimately be responsible for completing all actions, both standard and unique to the Utility, to ensure that it has sufficiently completed all OESP activities.
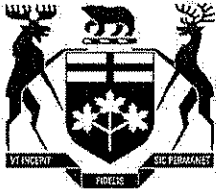
*Ontario Energy*   *Commission de l'énergie*
*Board*   *de l'Ontario*

# Ontario Electricity Support Program (OESP)

## Self-Certification Sign-Off Report

Each Utility is required to have an Officer of the Utility sign and submit this Report to the OEB on or before the dates shown below for Milestones One (August 26), Two (October 9) and Three (November 30). Further, at each submission the Utility is required to indicate their progress (i.e. % complete) toward future Milestones.

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## Milestone One        Submission Date: August 26, 2015

By signing below I certify that **Hydro One Networks Inc.** has completed all tasks applicable to my Utility and outlined under Milestone
<div align="center">Name of Utility</div>
One of the Ontario Electricity Support Program High Level Project Plan and is ready to begin testing the **Customer Confirmation Interface** with the CSP.

Further, my organization is _____7_____ % complete on activities leading up to Milestone Two, and is _____0_____ % complete on activities leading up Milestone Three.

| Joseph Agostino  SVP General Counsel & CCO | *Joseph Agostino* | *AUGUST 21, 2015* |
|---|---|---|
| Print name / Title | Signature | Date |

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## Milestone Two        Submission Date: October 9, 2015

By signing below I certify that _____ has completed all tasks applicable to my Utility outlined under Milestone Two of
<div align="center">Name of Utility</div>
the Ontario Electricity Support Program High Level Project Plan and is ready to begin testing the **Customer Tariff** and **One Time Adjustment interfaces** with the CSP.

Further, my organization is _____ % complete on activities leading up to Milestone Three.

| | | |
|---|---|---|
| Print name / Title | Signature | Date |

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## Milestone Three        Submission Date: November 30, 2015

By signing below I certify that _____ has completed all tasks applicable to my Utility outlined under Milestone Three
<div align="center">Name of Utility</div>
of the Ontario Electricity Support Program High Level Project Plan and is **fully ready to offer and apply OESP to eligible customer's bills**.

| | | |
|---|---|---|
| Print name / Title | Signature | Date |

**Ontario**

*Ontario Energy Board*  *Commission de l'énergie de l'Ontario*

# High Level Project Plan

The High Level Project Plan is to be used in association with the Self-Certification Sign-Off Report to help a Utility prepare to meet key milestones of the project and to effectively offer and apply OESP to eligible customer's bills for January 1st, 2016. The Utility is expected to complete and submit this High-Level project plan along with its completed Self-Certification Report (August 26, October 9 and November 30). The Utility should indicate the planned start and completion date of activities required to complete each key milestone. For select activities below, target dates have been provided to enable utilities to develop their planned activities to align with these dates. Identifying the % complete for each activity will help the Utility identify the total progress for each milestone when submitting the Utility's Self-Certification Sign-Off Report. If a particular milestone is not applicable to your Utility, please indicate your reasoning.

| | Preparation for Customer Confirmation Interface test with the CSP | Start | End | % Complete |
|---|---|---|---|---|
| **MILESTONE ONE** | 1. Utility returns high level project plan (this Table) to OEB | 8/21/2015 | 8/24/2015 | 100% |
| | 2. Customer Confirmation Interface system build | 7/23/2015 | 8/14/2015 | 100% |
| | 3. Customer Confirmation Interface internal test | 8/14/2015 | 8/20/2015 | 100% |
| | 4. **Milestone One Complete: Utility ready to test Customer Confirmation Interface with CSP** | | **08/20/2015** | 100% |

| | Preparation for Customer Tariff and Onetime Adjustment Interface test with CSP | Start | End | % Complete |
|---|---|---|---|---|
| **MILESTONE TWO** | 5. Billing System Build / Configuration | 8/18/2015 | 9/18/2015 | 7% |
| | 6. Billing System test (internal to Utility) | 9/18/2015 | 10/2/2015 | 0% |
| | 7. Initial OESP Communications to customers | 9/8/2015 | 10/2/2015 | 0% |
| | 8. Customer Tariff Interface system build | 8/18/2015 | 9/18/2015 | 7% |
| | 9. One Time Adjustment Interface system build | 8/18/2015 | 9/18/2015 | 0% |
| | 10. Customer Tariff Interface internal test | 9/18/2015 | 10/2/2015 | 0% |
| | 11. One Time Adjustment Interface internal test | 9/18/2015 | 10/2/2015 | 0% |
| | 12. **Milestone Two Complete: Utility ready to test Customer Tariff and One Time Adjustment interfaces with CSP** | | **As early as: 08/28/15 As late as: 10/09/15** | |

| | Milestone Three: Preparation for OESP Effective start | Start | End | % Complete |
|---|---|---|---|---|
| **MILESTONE THREE** | 13. Bill print development | 9/8/2015 | 10/15/2015 | 0% |
| | 14. Bill print testing | 10/19/2015 | 11/23/2015 | 0% |
| | 15. Readiness to collect OESP charge from all applicable customers | 9/28/2015 | 11/27/2015 | 0% |
| | 16. Readiness to settle OESP charges and rates with IESO | 9/28/2015 | 11/27/2015 | 0% |
| | 17. Technical support organization ready (e.g. for Secure FTP support) | 11/1/2015 | 11/27/2015 | 0% |
| | 18. **Milestone Three Complete: Utility is fully ready to offer and apply OESP to eligible customer's bills** | | **11/30/15** | |

| Other Key Dates | Start | End | Complete (Y/N) |
|---|---|---|---|
| 19. Utility submits test environment IP address range and production IP range to CSP (OESPSUPPORT@icfi.com) | 08/6/15 | 08/24/15 | Y |
| 20. Utility obtains credentials to gain access to CSP's Test environment | 08/14/15 | 08/26/15 | Y |
| 21. CSP tests Customer Confirmation interface with Utilities (send and receive) | | 8/24/15 | Y |
| 22. **Customer Confirmation interface test with CSP Complete. Utility Production environment ready to support Customer Confirmation Interface** | | **09/30/15** | N |
| 23. Utility obtains credentials to gain access to CSP's Production environment | 10/01/15 | 10/07/15 | N |
| 24. **Utility ready for Customer Confirmation interface in production** | | **10/12/15** | **N** |
| | | | |
| 25. Utility Training (technical, contact centre etc.) complete | | 10/09/15 | N |
| 26. CSP tests Customer Tariff interface with Utilities (send and receive) | 8/28/15 | 10/30/15 | N |
| 27. CSP tests One Time Adjustment interface with Utilities (send and receive) | 8/28/15 | 10/30/15 | N |
| 28. Utility sends English and French bill print image (jpg or PDF) showing OESP amount to ICF | As soon as available | 11/02/15 | N |
| 29. **Customer Tariff and One Time Adjustment interfaces test with CSP Complete. Utility Production environment ready to support Customer Tariff and One Time Adjustment Interface** | | **11/02/15** | N |
| 30. **Utility ready for Customer Tariff and One Time Adjustment in production** | | **11/12/15** | **N** |
| | | | |
| 31. **Utility ready for January 1 2016 go-live of OESP Program** | | **Mid December** | N |
| | | | |
| 32. **Utility submits update to High Level project plan (this table) to OEB – 1** | | **08/26/15** | Y |
| 33. **Utility submits update to High Level project plan (this table) to OEB – 2** | | **10/09/15** | N |
| 34. **Utility submits update to High Level project plan (this table) to OEB – 3** | | **11/30/15** | N |

# Go-Live Readiness Checklist

The Go-Live Readiness Checklist is available for Utilities to use as a tool to further break down each of the OESP activities listed in the Project Plan and help aid the Utility to identify the % complete for each activity. Note that there is no need to submit this Checklist to the OEB. Please note that a Utility may require more steps to complete an OESP activity then the ones listed in the Go-Live Readiness Checklist. The Utility will ultimately be responsible for completing all actions necessary, both standard and unique to the Utility, to ensure that it has sufficiently completed steps necessary to successfully reach OESP milestones.

| Activity | Complete | Notes |
|---|---|---|
| **Customer Confirmation Interface system build** | | |
| • Have you read and understood the OESP Technical Interface spec? | Y | |
| • Is building your Customer Confirmation Interface proceeding as you expected and if not, are plans and mitigations are in place to address this? | Y | |
| **Customer Confirmation Interface internal test** | | |
| • Have you prepared test cases (including test data) for your internal testing? | Y | |
| • Is your internal testing proceeding as you expected and if not, are plans and mitigations are in place to address this? | Y | |
| • Is the appropriate person in your organization ready to certify, in writing to the OEB, that your interface system required to support the Customer Confirmation interface has passed testing within your organization and is ready to be tested with the CSP? | Y | |
| **Customer Confirmation Interface Test with CSP** | | |
| • Have you received an account for the CSP Self-Verification Test Portal and the Test SFTP site? | N | In Progress |
| • Have you authorized your test environment IP with the CSP? | | In Progress |
| • Have you logged in and verified that you have a UtilityID? | N | |
| • Have you read and understood the CSP test plan for the Customer Confirmation Interface found on the OESP Secure Website? | | In Progress |
| • Have you successfully executed the various testing scenarios as outlined in the CSP test plan for the Customer Confirmation interface? This includes, for each test scenario: <br> - Generating a test Customer Confirmation request XML through the CSP Self-Verification test portal using test data <br> - Successfully connect to the Test SFTP and retrieve the generated test Customer Confirmation request XML for processing <br> - Process the generated test Customer Confirmation request XML and generate the corresponding Customer Confirmed response? <br> - Upload the Customer Confirmed response to the Test SFTP for CSP processing and validation within the CSP Self-Verification Test portal | N | |
| • Have you communicated with the CSP for technical assistance if you have received errors during your Customer Confirmation Interface testing? | N | Will contact CSP when needed |
| • Is your testing with the CSP proceeding as you expected and if not, are plans and mitigations are in place to address this? | Y | No concerns raised during Milestone 1 completion |

| Activity | Complete | Notes |
|---|---|---|
| • Have you successfully completed all steps related to Customer Confirmation Interface outlined on the CSP's Self-Verification Test portal? | N | |
| **Billing System Build** | | |
| • Have the organization(s) delivering development and test services (internal or external) read and understood the OESP program documentation on the OEB's website? | Y | |
| • Are your billing system changes proceeding as you expected and if not, are plans and mitigations are in place to address this? | Y | |
| **Billing System Test (internal to Utility)** | | |
| • Is your testing proceeding as you expected and if not, are plans and mitigations are in place to address this? | Y | |
| **Contact Center Training** | | |
| • Have you identified individuals within your organization who will receive questions related to the OESP? | Y | |
| • Has your Utility's Trainer attended a "Train the Trainer" training session offered by the OEB? | Y | |
| • Has your Utility's Trainer trained all necessary individuals (mentioned above) who will receive questions related to the OESP? | N | Scheduled to start last week of September |
| • Is your Utility prepared to receive customer questions related to the OESP and give appropriate responses? | N | Plan to be ready by end of September |
| **Technical Support Organization training (e.g. for Secure FTP support)** | | |
| • Have you identified individuals within your organization that will be managing interactions between your Utility and the CSP via secure FTP? | Y | Plan to be ready by Sept 3 2015 |
| • Is your Utility prepared to Support transactions between your Utility and the CSP | N | |
| **OESP Communications to customers** | | |
| • Have you posted a link to the OESP website on your Utility's webpage? | N | Waiting for finalized communication plan from OEB |
| • Have you selected any additional communications that you would like to offer to your customers from the OESP Secure Project Website and are you prepared to begin distributing this communication? | N | |
| **Customer Tariff Interface system build** | | |
| • Have you read and understood the OESP Interface spec? | Y | |
| • Is building your Customer Tariff Interface proceeding as you expected and if not, what plans and mitigations are in place to address this? | Y | Design sessions completed successfully, build work to follow. |

| Activity | Complete | Notes |
|---|---|---|
| **One Time Adjustment Interface system build** | | |
| • Have you read and understood the OESP Interface spec? | Y | |
| • Is building your One Time Adjustment Interface proceeding as you expected and if not, are plans and mitigations are in place to address this? | Y | Design sessions completed successfully, build work to follow. |
| **Customer Tariff Interface internal test** | | |
| • Have you prepared test cases (including test data) for your internal testing? | N | As per plan – not scheduled to start yet |
| • Is your testing proceeding as you expected and if not, are plans and mitigations are in place to address this? | N | As per plan – not scheduled to start yet |
| **One Time Adjustment Interface internal test** | | |
| • Have you prepared test cases (including test data) for your internal testing? | N | As per plan – not scheduled to start yet |
| • Is your testing proceeding as you expected and if not, are plans and mitigations are in place to address this? | N | As per plan – not scheduled to start yet |
| **Customer Tariff and One Time Adjustment Interfaces Test with CSP** | | |
| • Have you communicated with the CSP for technical assistance if you have received errors during your Customer Tariff Interface and One Time Adjustment Interface testing? | N | Will contact CSP when required. |
| • Is the appropriate person in your organization ready to certify, in writing to the OEB, that the interface system required to support the Customer Tariff interface and One Time Adjustment interface has passed testing within your organization and is ready to be tested with the CSP? | Y | |
| **Bill print development** | | |
| • Have you read and understood all requirements for OESP-related bills? | Y | |
| • Have you engaged with your (internal or external) bill print organization and do they understand the requirements for OESP-related bills? | Y | In Progress |
| **Bill print testing** | | |
| • Is your testing proceeding as you expected and if not, are plans and mitigations are in place to address this? | N | As per plan – not scheduled to start yet |
| • Is the appropriate person in your organization ready to certify, in writing to the OEB, that your bill print system has passed testing within your organization? | N | As per plan – not scheduled to start yet |
| **Readiness to collect OESP charge from all applicable customers** | | |
| • Are you able to apply and collect the appropriate OESP charge to the bills of all applicable customers? | N | As per plan – not scheduled to start yet |

| Activity | Complete | Notes |
|---|---|---|
| **Readiness to settle OESP charges and rates with IESO** | | |
| • Have you worked with the IESO as required to settle OESP charges and rates with the IESO? | N | As per plan – not scheduled to start yet |
| **Long Term Readiness** | | |
| • Are there individuals within your organization ready to support the long term sustainment of OESP? | Y | As per plan – not scheduled to start yet |
| • Is the appropriate person in your organization ready to certify, in writing to the OEB, that your Utility is fully ready to offer and apply OESP to eligible customer's bills? | Y | As per plan – not scheduled to start yet |