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December 15, 2015

*via RESS e-filing – signed original to follow by courier*

Ms. Kirsten Walli  
Board Secretary  
Ontario Energy Board  
PO Box 2319  
2300 Yonge Street, 27th floor  
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: Toronto Hydro-Electric System Limited (“Toronto Hydro”) Ontario Electricity Support Program Self-Certification Requirement (EB-2015-0148)**

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Toronto Hydro writes regarding the above-noted matter.

By letters dated August 26, 2015, September 8, 2015, October 16, 2015 and November 30, 2015 Toronto Hydro informed the Ontario Energy Board (OEB) on its progress with implementation of the Ontario Electricity Support Program (OESP) support capabilities as contemplated under the Milestones 1, 2, and 3 defined in the OEB’s August 10, 2015 letter to electricity bill issuers. With respect to the work contemplated under the Milestone 3, and as reflected in the appended self-certification checklist, Toronto Hydro is pleased to confirm that it has completed the entire scope of activities pertaining to that Milestone as of December 14, 2015 – consistent with the OEB-provided timeline.

Achieving Milestone 3 represents substantial implementation of the foundational capabilities to administer the OESP project. However, a material amount of work remains outstanding to complete the overall integration of the OESP-driven requirements into Toronto Hydro’s normal operating processes. This includes tasks such as further billing system customization and supporting process development, processing of exceptions, treatment of OESP credit balances, volume-related processing capacity enhancements, and operational controls and reporting, among other considerations. Accordingly, there are many outstanding deliverables either currently in progress or yet to be commenced, which are integral to Toronto Hydro’s successful implementation of the OESP and incremental to the particulars expressed in the milestones.

The work on the remaining tasks is progressing in accordance with Toronto Hydro’s project plan. However, as with any major project impacting a utility’s key IT systems and end-to-end operational processes, the remaining scope of work may pose certain risks to various aspects of the utility’s OESP delivery, particularly at the early stages of the program. Toronto Hydro is working diligently to complete the remaining scope of work and mitigate the associated risks as quickly and efficiently as possible, and expects to deliver this important program for its most vulnerable customers commencing January 1, 2016.

Please do not hesitate to contact me if you have any questions.

Yours truly,

*[original signed by]*

**Amanda Klein**

Vice President, Regulatory Affairs & General Counsel

Toronto Hydro-Electric System Limited

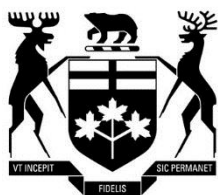
[regulatoryaffairs@torontohydro.com](mailto:regulatoryaffairs@torontohydro.com)

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Attachments:

OESP High Level Project Plan

OESP Self Certification Document



Ontario

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

## Ontario Electricity Support Program (OESP)

### OESP High Level Project Plan and Go-Live Readiness Checklist

## 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 1<sup>st</sup>, 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.

MILESTONE ONE	Preparation for Customer Confirmation Interface test with the CSP	Start	End	% Complete
	1. Utility returns high level project plan (this Table) to OEB	09/08/15	08/26/15	100%
	2. Customer Confirmation Interface system build	07/01/15	08/28/15	100%
	3. Customer Confirmation Interface internal test	08/31/15	09/08/15	100%
	4. <b>Milestone One Complete: Utility ready to test Customer Confirmation Interface with CSP</b>		08/26/15	100%

MILESTONE TWO	Preparation for Customer Tariff and Onetime Adjustment Interface test with CSP	Start	End	% Complete
	5. Billing System Build / Configuration	06/22/15	10/02/15	100%
	6. Billing System test (internal to Utility)	06/22/15	10/02/15	100%
	7. Initial OESP Communications to customers	07/20/15	09/28/15	100%
	8. Customer Tariff Interface system build	08/14/15	10/07/15	100%
	9. One Time Adjustment Interface system build	08/14/15	10/07/15	100%
	10. Customer Tariff Interface internal test	10/07/15	10/16/15	100%
	11. One Time Adjustment Interface internal test	10/07/15	10/16/15	100%
	12. <b>Milestone Two Complete: Utility ready to test Customer Tariff and One Time Adjustment interfaces with CSP</b>		As early as: 08/28/15 As late as: 10/09/15	100% Target date: 10/16/15

MILESTONE THREE	Milestone Three: Preparation for OESP Effective start (updated November 24, 2015)	Start	End	% Complete
	13. Bill print development	08/24/15	10/30/15	100%
	14. Bill print testing	11/09/15	12/10/15	100%
	15. Utility systems and processes are in place to collect the OESP charge from all applicable customers	10/05/15	12/15/15	100%
	16. Utility systems and processes are in place to begin settlements with the IESO settlements system in January 2016	10/15/15	12/15/15	100%
	17. Technical support organization ready (e.g. for Secure FTP support)	11/02/15	11/30/15	100%
	18. Milestone Three Complete: Utility is fully ready to offer and apply OESP to eligible customers' bills (Target Date Nov 30 2015, latest Dec 15 2015)		12/15/15	100%

Other Key Dates	Start	End	Complete (Y/N) (as at date of submission)
19. Customer Confirmation Interface test with CSP Complete		09/30/15	Y
20. Utility ready for Customer Confirmation Interface in Production		10/26/15	Y
21. Customer Tariff and One Time Adjustment Interface test with CSP Complete		11/12/15	Y
22. Utility ready for Customer Tariff and One Time Adjustment Interface in Production		11/16/15	Y
23. Utility Training (technical, contact centre etc.) complete and OESP processes are in place	10/08/15	12/04/15	Y
24. Utility ready for January 1 2016 go-live of OESP Program (Latest Mid-Dec)		12/15/15	Y
25. Utility submits update to High Level project plan (Milestone 3 section this table as updated in late Nov) to OEB		11/30/15	Y



Ontario

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## 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.

#### Milestone One

Submission Date: September 8, 2015

By signing below I certify that Toronto Hydro-Electric System Limited has completed all tasks applicable to my Utility and outlined under Milestone 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 25% complete on activities leading up to Milestone Two, and is in progress on activities leading up to Milestone Three.

Amanda Klein, VP Regulatory Affairs and General Counsel

Print name / Title

Signature

September 8, 2015

Date

#### Milestone Two

Submission Date: October 16, 2015

By signing below I certify that Toronto Hydro-Electric System Limited has completed all tasks applicable to my Utility outlined under Milestone Two of 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 33 % complete on activities leading up to Milestone Three.

Amanda Klein, VP Regulatory Affairs and General Counsel

Print name / Title

Signature

October 16, 2015

Date

#### Milestone Three

Submission Date: November 30, 2015

By signing below I certify that Toronto Hydro-Electric System Limited has completed all tasks applicable to my Utility outlined

Name of Utility

under Milestone Three of the Ontario Electricity Support Program High Level Project Plan and is or will be ready by

14 / December / 2015 to offer and apply OESP to eligible customers' bills.

Amanda Klein, VP Regulatory Affairs and General Counsel

Print name / Title

Signature

December 15, 2015

Date