

**mccarthy  
tétrault**

McCarthy Tétrault LLP  
PO Box 48, Suite 5300  
Toronto-Dominion Bank Tower  
Toronto ON M5K 1E6  
Canada  
Tel: 416-362-1812  
Fax: 416-868-0673

**Gordon M. Nettleton**  
Partner  
Email: gnettleton@mccarthy.ca

**December 8, 2016**

**VIA RESS AND COURIER**

Kirsten Walli  
Board Secretary  
Ontario Energy Board  
P.O. Box 2319  
2300 Yonge Street, 27th Floor  
Toronto, Ontario M4P 1E4

Dear Ms. Walli:

**RE: EB-2016-0160 Hydro One Networks Inc. ("Hydro One") Transmission Rates  
Application – Response to Undertaking J4.6**

Hydro One's response to Undertaking J4.6 is enclosed.

Yours truly,

**McCarthy Tétrault LLP**  
Per:

  
For: Gordon M. Nettleton

GMN

1 **UNDERTAKING – J4.6**

2  
3 **Undertaking**

4  
5 To provide a record that sets out Ms. Guiry's scope of work.

6  
7 **Response**

8  
9 Ipsos were selected to perform the Customer Engagement Sessions for Hydro One from a  
10 vendor of record list that was established through a Request for Pre-Qualification. Ipsos  
11 was selected to work on the Customer Engagement initiative based upon their previously  
12 demonstrated ability to deliver the work required and their ability to meet the timelines.

13  
14 Hydro One provided Ipsos with the background and context, consultation goals,  
15 objectives, and other considerations as outlined in the Ipsos Customer Consultation  
16 Report as found in Exhibit B1, Tab 2, Schedule 2, attachment 1 on pages 2 and 3. Hydro  
17 One also provided recommendations regarding the methodology and approach to be used,  
18 outlined on pages six to twelve of the same report.

19  
20 Ipsos then provided their proposal to meet these requirements that included:

- 21 • Develop a discussion guide and questions for participants to facilitate the  
22 consultation process;
- 23 • Facilitate customer engagement sessions with Hydro One's transmission  
24 customers (including industrial, LDCs and generators) in order to obtain their  
25 feedback to inform the investment plan to be submitted to Ontario Energy Board  
26 (OEB) in Spring 2016;
- 27 • Ipsos to book hotel facilities and organize catering in each market;
- 28 • Provide real-time electronic format for sessions using Ideation Exchange for  
29 simultaneous input of customers' thoughts and ideas.
- 30 • Provide a means for customers who cannot attend a session in person an  
31 opportunity to participate at a convenient time also using the Ideation Exchange  
32 platform; and
- 33 • Be responsible for to:
- 34 ○ deliver presentations describing the methodology, approach and findings  
35 as required;
  - 36 ○ create a process to address questions;
  - 37 ○ facilitate the sessions,
  - 38 ○ provide meeting transcripts;

Witness: Graham Henderson

- 1                   ○ prepare a report that summarizes the feedback and notes; and
- 2                   ○ be a witness for Hydro One in front of the OEB as required.