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**December 23, 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 J1.02 Attachment 2**

Hydro One's response to Undertaking J1.02 Attachment 2 is enclosed.

Yours truly,

**McCarthy Tétrault LLP**

*Signed in the original*

Gordon M. Nettleton

GMN



# 2017 Executive Leadership Individual Goals



Goal *	Definition	Measure	2017 Budget
<b>Health and Safety</b>	Operations Recordable Incidents	Incidents per 200,000 hours	1.3
<b>Productivity</b>	Operations Productivity Savings (Procurement, O&M, Telematics, Stations)	\$M	Redacted**
<b>Customer Satisfaction: Ease of doing business with Hydro One</b>	Dx – Call Centre transaction accuracy	First Call Resolution	Redacted
	Tx – Customer satisfaction with reliability	Customer Satisfaction %	94%
	Residential and Small Business Customers – Improved Bill Understanding	Customer Survey %	Redacted
	Transmission, Commercial, and Industrial Customers – Satisfaction with keeping commitments	Customer Survey %	71%
<b>Dx Filing</b>	Successful conclusion of Dx filing	Quality of evidence; consistency with RRF; OEB acceptance	Redacted
<b>Strategic Talent Management</b>	<ol style="list-style-type: none"> <li>1. Establish and sustain effective Talent Management programs designed to identify and develop an engaged, diverse, high potential talent pipeline</li> <li>2. Build talent and expertise to improve effectiveness of leadership teams</li> </ol>	Achievement of plan milestones; effective execution; inclusion of diversity in processes	Several, including measures of succession planning, replacement planning, critical role assessment, diversity, organizational design optimization and talent improvement

\* For named individuals, the goals have an actual percentage weight. The sum of weights for each individual Executive Leader sums to 100%.

\*\* Tx portion of total corporate Operations Productivity Savings is \$5.0 million as per TCJ1.17.

# 2017 Executive Leadership Individual Goals



Goal	Definition	Measure	2017 Budget
<b>First Nations and Metis Affairs</b>	Comprehensive First Nations and Métis Relations training	Participation of Hydro One leadership	50%
<b>Labour Relations</b>	Develop and implement an effective Labour Strategy	Achievement of change across the business while maintaining stable and constructive relationships with our employee representatives	Achievement of negotiated agreements to support change initiatives while minimizing disruption to the business
<b>Information Systems</b>	On time delivery of customer and productivity IT enablement : 1. Deliver in field mobility solution (lines) 2. eCustomer solution 3. Customer Bill Redesign 4. SAP Procurement tools	Delivered by In Service Date and as committed in Business Case	75% of commitments achieved
	Reduce IT costs	\$M	Redacted***
	Implement more effective organization structure	Milestones achieved	Complete by third quarter
	Improve data governance and analytics	Milestones achieved	Various, principally achievement of organizational design and specific analytics delivery

\*\*\*Tx portion of Information System Savings is \$3.4 million as per TCJ 1.17