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January 16, 2018

Ms. Kristen Walli  
Board Secretary  
Ontario Energy Board  
PO Box 2319  
2300 Yonge Street  
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re:** EB-2017-0051 Hydro One Remote Communities Inc.  
2018 Cost of Service Electricity Rate Application  
Interrogatories of Opiikapawiiin Services LP (OSLP)

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Please find enclosed the interrogatories of OSLP in the above-noted proceeding. We have also directed a copy of the same to the Applicant and other intervenors.

Yours truly,

Theodore L. Scollie  
Counsel for OSLP

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**Opiikapawiin Services LP (“OSLP”) Interrogatories  
Hydro One Remote Communities Inc. (“Remotes”)**

**Cost of Service Application**

**2018 Rates**

**EB-2017-0051**

**EXHIBIT A**

**A-OSLP-1**

Exhibit A-03-02 Page 6 of 6

"In 2003, Remotes developed and adopted an Emission Reduction Strategy and submitted an application and Action Plan for Reducing Greenhouse Gases to the Environment Canada Voluntary Challenge Registry (now known as “Clean Start”). Remotes continues to report, monitor and reduce its emissions.”

- a) Please provide a summary of the Remotes performance against this strategy.
- b) Please provide a summary of annual GHG emissions since 2013.

**A-OSLP-2**

Exhibit A-03-02 Attachment 1 Page 1 of 3

Remotes has indicated it involves First Nations in its business as employees, contractors, local operators and meter readers.

- a) Please provide the total number for each of the following: employees, local operators and meter readers.
- b) How does Remotes actively recruit First Nations?
- c) Please provide the total number of First Nations employed for each of the above categories.
- d) Does Remotes have any First Nations employment targets? If so, please provide an assessment of actual performance since 2013 vs these targets.

- e) Why is First Nations employment not tracked as a key performance indicator in the scorecard?

**A-OSLP-3**

Exhibit A-03-02 Attachment 1 Page 2 of 3

The Remotes business plan states the Provincial Government has received requests from Cat Lake, Pikangikum and Wunnumin to join Remotes' service territory.

- a) What steps are required from Remotes in order to take over service in Pikangikum First Nation?
- b) What is the timing to complete each one of these steps?
- c) Does Remotes see any risks of not being able to take over service by the anticipated commissioning of the distribution line?
- d) Have any other communities requested to join Remotes' service territory?

**A-OSLP-4**

Exhibit A-03-03 Page 2 of 3

How many REINDEER Program applications are active with Remotes? How many contracts are expected to be signed in 2018?

**A-OSLP-5**

Exhibit A-03-03 Attachment 1 Page 1 of 3

Remotes has indicated that the REINDEER Program Contracts will be terminated when the distribution system is connected to the transmission grid.

- a) How many existing contracts will be impacted assuming the Wataynikaneyap Transmission Project is completed by 2023?
- b) What steps are being taken by Remotes to work with the First Nations, project owners, and the IESO to mitigate these impacts?

**A-OSLP-6**

Exhibit A-04-01 Page 2 of 6

Remotes has indicated that from time-to-time, it holds community meetings with end-use customers. Please provide a list of community meetings since 2013.

**A-OSLP-7**

Exhibit A-04-01 Page 2 of 6

Remotes has indicated it has a Customer Advisory Board (CAB) that usually meets twice a year.

- a) Is there a Terms of Reference or guiding documents for the CAB? If so, please provide.
- b) How are Board members selected?
- c) How many Board members are from Remotes First Nations customers?
- d) Since 2013, please provide the number of meetings per year held with the CAB along with the participation rate (number of Board members present vs total number of Board members) for each meeting.

**A-OSLP-8**

Exhibit A-04-01 Page 5 of 6

Remotes noted earlier in the application that, in order to reach the largest number of customers in its service territory, Remotes requested that notice of this Application be published in English, Cree, Oji Cree and Ojibway. In terms of engagement with end use customers:

- a) Which community engagement materials are translated into the local languages? If none, how could Remotes utilize translated engagement materials and what would be the estimated cost?
- b) Are translators utilized at community engagement activities with end users? If not, what is the estimated cost for the use of translators at community engagement activities with end use customers?

**A-OSLP-9**

Exhibit A-04-01 Attachment 1 Page 1 of 5

In the "Customer Engagement Activities Summary":

- a) Why is there no reference or summary of engagement with end use customers?
- b) Why is there no reference to the "Opiikapawiin Services LP, Hydro One Remote Communities Inc., and Ontario Energy Board Watay Community Workshop?
- c) For both of these, please provide a list of customer needs and preferences identified through this engagement. What actions will be taken to respond to identified needs and preferences?

#### **A-OSLP-10**

Exhibit A-04-01 Attachment 2 Page 16 of 59

In reference to the community question around having someone available at Remotes customer service that speaks the language.

Does Remotes have someone available through the customer hotline who speaks Cree, Oji Cree and/or Ojibway. If no, what are the barriers and costs to providing such a service in at least one of those Indigenous languages?

#### **A-OSLP-11**

Exhibit A-04-01 Attachment 2 Page 25 of 59

Does Remotes have a full time staff dedicated to First Nations relations? If not, what would be the cost for such a position?

#### **A-OSLP-12**

Exhibit A-04-01 Attachment 2 Page 35 of 59

In reference to the following customer feedback provided to Remotes: "Late

payment charge: 19.5% on an annual basis is too high and the time frame that kicks in is too short with 20 days. To consider with 60 days' time frame and to be tied to borrowing rates/user rate fees and not market-based rates.”

- a) What metrics and statistics are used to track late payment charges? How do these metrics compare to industry comparables?
- b) For residential customers from 2013 - 2017, please provide an annual summary of total revenue from late payment charges and percentage of revenue from late payment charges. How does this compare to industry comparables?
- c) What is required for Remotes to provide better late payment charge terms to its residential customers?

#### **A-OSLP-13**

Exhibit A-04-01 Attachment 2 Page 35 of 59

How do connection charges for Remotes compare to connection charges at Hydro One Networks?

#### **A-OSLP-14**

Exhibit A-04-01 Attachment 2 Page 58 of 59

What additional investments would be required for Remotes generators to act as backup power once the communities are connected by Wataynikaneyap Power?

#### **A-OSLP-15**

Exhibit A-04-01 Attachment 3 Page 5 of 29

With regards to the customer service survey goals and methodology:

- a) Was the survey offered in any other language than English?

- b) Were the communities (through Chief & Council) or the Community Advisory Board involved in the design and methodology of the survey?
- c) Are the survey results presented to Chief & Council and the Community Advisory Board? If so, what was the feedback?
- d) Has Remotes considered any other survey delivery methods?

## **EXHIBIT B**

### **B-OSLP-16**

Exhibit B-01-01 Page 24 of 481

Remotes has indicated that there is a lack of skilled trades contract resources living in the communities and there are very few contractors who work in them. What steps are being taken to support development of skilled trades in the communities?

### **B-OSLP-17**

Exhibit B-01-01 Page 28 of 481

There is a recommendation to employ someone in the community to assist with customer service issues.

- a) Has this been considered? If not, what are some options to increase local customer service representation in the communities?
- b) In what ways could local customer representation save costs and improve customer service?

### **B-OSLP-18**

Exhibit B-01-01 Page 87 of 481

Remotes has indicated that, as per the Order-in-Council from the Provincial Government, 16 remotes communities may be connected to the transmission

system. Nine of these communities are presently served by Remotes and at least two more communities are expected to be served by Remotes in the future.

- a) Has Remotes altered or scaled down its investments in anticipation of these connections?
- b) If so, how would its key performance indicators be impacted if the communities are not connected or are delayed in being connected?
- c) If so, how would this be communicated to impacted customers?
- d) Does Remotes typically make major investment decisions based on external projects that are still in the planning stages?

## **EXHIBIT G**

### **G-OSLP-19**

Exhibit G1-05-01 Page 5

Remotes has provided a definition of Standard A customers and has noted several exceptions. How were these exceptions determined?