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Joanne Richardson

Director – Major Projects and Partnerships
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BY COURIER

March 6, 2018

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

Dear Ms. Walli:

EB-2013-0053 – Hydro One Networks' Section 92 – Guelph Area Transmission Refurbishment Project – Hydro One's Post Construction Report

In accordance with Section 3.1 of the Board's Conditions of Approval, Hydro One Networks Inc. is required to provide a log of all comments and complaints relating to construction of the Project, including the person making the comment or complaint, the time the comment or complaint was received, the substance of each comment or complaint, the actions taken in response to each if any, and the reasons underlying such actions.

Given that this log contains personal information relating to the persons making the comments or complaints, Hydro One is filing two (2) copies of the Post Construction Report for the Guelph Area Transmission Refurbishment Project – a non-confidential, redacted version as well as a confidential, un-redacted version in accordance with Rule 9A of the OEB Rules of Practice and Procedure.

An electronic copy of both versions have been filed using the Board's Regulatory Electronic Submission System (RESS).

Should you have any questions on this application, please contact Pasquale Catalano at (416) 345-5405 or via email at Pasquale.Catalano@HydroOne.com.

Sincerely,

ORIGINAL SIGNED BY JOANNE RICHARDSON

Joanne Richardson

Attach.

**Hydro One – Guelph Area Transmission Refurbishment Project
Complaint Log**

Complaint					Action Taken		
Number	From	Received Date	Type of Complaint	Complaint Details	By	Date of Action	Actions Taken
1	Customer 1	January 27, 2015	HONI Access to site	Complained that concrete trucks for tower foundation construction were using the wrong access point at the City of Guelph Water Treatment Plant	Hydro One (HONI)	January 28, 2015	HONI informed driver to use an alternative access route to the site. HONI field staff were made aware of the alternative access route as well as drivers of concrete and other delivery trucks.
2	Customer 2	January 29, 2015	property damage	HONI-contracted Excavator working on HONI corridor slid sideways towards a privately-owned GMC Sonoma pick-up truck and the excavator's track made contact with the top of the fender on the pick-up truck causing damage. The owner of the truck (who worked at the welding shop) was notified by HONI immediately following the incident.	Hydro One (HONI)	January 29, 2015	Several pictures were taken before the owner moved his truck and information gathered from the vehicle owner and the Burnside operator. An insurance claim was made to remediate the damage to the vehicle & HONI setup the owner of the car with a rental car in the interim.
3	Customer 3	February 4, 2015	Business Loss	Customer 3 operates a business on the northeast corner of Campbell Rd and Silvercreek Pkwy and claims that Hydro One construction trucks working on Campbell Road have been impacting access for his delivery trucks to and from his property. He would like to file a claim for business loss.	Hydro One (HONI)	February 4, 2015	Hydro One had met and informed the owner on Thursday January 29 (prior to start of work) that HONI planned to be on Campbell Road allowance conducting work in front of his place of business and access will be reduced but that HONI construction crews will leave enough space in front of the owner's driveway for trucks to drive in and out of the property. HONI reviewed work performed & found they had left space for trucks to access in and out of the property as they had previously advised. Hydro One construction crews completed work and left the area on February 5th, 2015.
4	Customer 4	March 10, 2015	HONI Access to Site	Email sent to Real Estate indicated that HONI construction crews are veering from prescribed off-corridor access route and using parking lot of Home Hardware (Wellington Street) for access to the HONI corridor lands.	Hydro One (HONI)	March 10, 2015	Hydro One Construction crews were reminded of the access routes and informed to adhere to them and not use the Home Hardware parking lot. The property owner was informed that we would not be using the parking lot as a means of access.
5	Customer 5 and 6	October 7, 2015	Fencing at Cedar TS	Phone call from Customer 5 and e-mail from Customer 6 regarding the fence being installed between HONI's Cedar TS and their residences. Their claim was that they were told that a solid board fence would be installed on the property line, however the fence that was being installed had an approx. 1 inch gap between wooden boards. Resident was concerned that they could see our station through the fence.	Hydro One (HONI)	October 9, 2015	HONI concurred that a solid board fence was proposed. The boards were removed and re-installed with a much smaller gap between boards (approx 1/8"). The residents appear to be satisfied.

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6	Customer 7	October 8, 2015	Stormwater Flows	City advised that excessive stormwater was flowing from Hydro One's Cedar TS to backyards of residences at 60/62 Cedar Street.	Hydro One (HONI)	Spring 2016	Investigated claim in late 2015 and early 2016 and found that stormwater flow was not a result of any works on this project, but an existing condition that has likely been that way for years. The site grading is slightly sloped towards those residences and during heavy rains it was possible that some surface flows would run towards those backyards. HONI installed a french drain on our property just inside the Cedar Street fence, to collect any surface flows to significantly reduce flows into the backyards at 60/62 Cedar Street.
7	Customer 8	October 9, 2015	Fencing at Cedar TS	Resident of 80 Cedar Street claims she was told by HONI that she was going to get a new wooden fence along the back of her property.	Hydro One (HONI)		Construction installed a wooden fence panel behind the resident's property and landscaping trees were planted in 2016 and 2017.
8	Customer 9	December 15, 2015	Damage to private property during access to HONI Right-of-Way	E-mail stating, "I am the property manager for the townhouse condominium complex located at 40 Silvercreek parkway N. Hydro One has done extensive work in the greenway between the Hanlon and the condo. They have used, of course, the easement to get to their green space. They have placed a very heavy metal plate over a catch basin which needs to be removed." It was later found that the asphalt under the plate was damaged.	Hydro One (HONI)	October 28, 2016	Construction access for heavy equipment was still required through the area in summer 2016 and could not be removed right away. The plates were removed & asphalt repaired by late October 2016
9	Customer 10 and 11	July 28, 2016	Noise at Cedar TS	Local residents noted, "we have noticed in the past a constant and exceptionally loud humming while certain machinery is running, and we would like to know when we can expect this particular equipment usage to be done."	Hydro One (HONI)	August 16, 2016	The referenced noise is believed to be from vacuum trucks used for non-destructive excavations, which operates within local noise by-laws. We advised resident that, "we completed installation of most major equipment and expect to have all new major equipment installed in next month or so. We do have some misc clean up work (grounding connections, drainage pipe connections) and removals of old cables over the next several months and expect to still need the vacuum truck intermittently over that time."
10	Customer 12	August 22, 2016	Property Value	Customer 12 claims devaluation of residential property & difficulty in selling because of sight lines to new TS.	Hydro One (HONI)	September 24, 2016	Hydro One advised they do not believe there is a material, sustained impact on the value of adjacent and nearby properties after a new transformer station has been constructed or refurbished. Fluctuations in property values over time are a function of several factors, including but not limited to those related to the state of the local, provincial and national economics. Furthermore, we have conducted a search and review of market data pertaining to recent transactions within the neighbourhood. Our findings concluded that homes within close proximity to the home located at 72 Cedar Street have recently sold.

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11	Customer 13	September 20, 2016	Restoration	Customer 13 was concerned that HONI did not plant shrubs on the corridor and did not provide a manicured lawn upon completion of the work on our corridor, which is adjacent to her seniors residence.	Hydro One (HONI)	October 3, 2016	Met with Customer 13 and told her we would put down some additional grass seed but advised there wasn't much we could do. We also advised they could install a fence on the boundary between the seniors residence and our corridor.