
OEB Staff
CROSS-EXAMINATION COMPENDIUM
Panel 3



ONTARIO ENERGY BOARD

FILE NO.: EB-2017-0049 Hydro One Networks Inc.

VOLUME: Presentation Day

DATE: December 7, 2017

BEFORE: Ken Quesnelle Presiding Member
Lynne Anderson Member
Emad Elsayed Member

1 your capital expenditures for the coming year or not?

2 MR. McEACHRAN: No, we would have a -- each year there
3 would be an inflationary adjustment based on the Board's
4 inflation rate; that would be adjusted each year. The load
5 forecast is only for 2021, when the acquireds would be
6 introduced into the same regulatory framework.

7 MR. LADANYI: So the load forecast would remain fixed
8 for five years? That sounds kind of risky to me.

9 MR. McEACHRAN: No, for '21. So for three years, and
10 then we have requested a new load forecast to apply in 2021
11 for '21 and '22.

12 MR. LADANYI: Okay. And the capital forecast, what
13 happens with that? Is that like a five-year forecast, or
14 that's going to change, too?

15 MR. McEACHRAN: That is a five-year forecast, with an
16 in-service variance account each year that would be
17 applicable.

18 MR. LADANYI: Okay, thank you. Now I have another
19 question for Mr. Pugliese.

20 Now, customer care; when you talked about customer
21 care, you mentioned particularly that -- you used the word
22 "we." Your customer care is actually outsourced, isn't it,
23 to another party, to a service provider?

24 MR. PUGLIESE: Yes, good question. We are actually in
25 the process of in-sourcing that back into Hydro One for two
26 reasons.

27 We have found that we have been able to work directly
28 with our two unions, the PWU and the Society, and we have

1 renegotiated a contract with them to in-source that work
2 back on two fronts, certainly in a more cost-effective
3 fashion, and the second piece is to improve and increase
4 the quality of the service being provided through that
5 service. And you know that's not said with any disrespect
6 to our service provider, third-party service provider. But
7 as I said to you, it's an a new day for customer service at
8 Hydro One and we certainly believe that having custody of
9 the call centre and the contact centre with our customers
10 and our employees, our own employees, is another way in
11 which we can improve that service proposition.

12 MR. LADANYI: Sure. Now, are all aspects of customer
13 care being in-sourced, like for example billing, credit,
14 collection, call centre, or just some aspects of it?

15 MR. PUGLIESE: All is in-sourced. So right now, the
16 only thing that is outsourced is collections and our actual
17 contact centre billing is all contained within Hydro One
18 today.

19 MR. LADANYI: Okay, very good. And I have a question
20 for Mr. Kiraly.

21 Do you use earned value metrics in measuring
22 performance of programs where you are replacing many
23 similar units of work, such as pole replacement or meter
24 replacement?

25 MR. KIRALY: Earned value is a metric we are beginning
26 to understand and use in our transmission business for
27 transmission, large transmission capital projects. It's
28 typically not a metric we use in our distribution

1 today.

2 MS. GIRVAN: Okay, thank you for that.

3 And just a quick clarification question. You said
4 that you're in-sourcing certain aspects of customer care.
5 Is that included in the application?

6 MR. PUGLIESE: No, because the cost is going to be
7 flat to down, in terms of -- so it's factored in. The cost
8 of operating the call centres today and our outsource
9 agreement is included, yes, in the application, and as we
10 look through the course of the coming years, what we
11 anticipate is the cost, operating costs, will be flat, and
12 we will continue to look at operating improvements in there
13 to bring those cost savings down.

14 MS. GIRVAN: So what's the benefit then of in-sourcing
15 the customer care?

16 MR. PUGLIESE: Two things. In terms of our
17 negotiation with our unions, we were able to reclassify
18 roles and obtain greater flexibility in terms of the work
19 that customer-service agents will be able to do while on
20 the phone, and in resolving questions and reducing the
21 number of escalations and the speed to which we deal with
22 escalations.

23 So the two facets are to give us more control of
24 operating the call centre more efficiently, and the second
25 piece, which we want to underscore in terms of the
26 rationale for doing it, is improving the quality of service
27 we are delivering back to customers.

28 MS. GIRVAN: Okay, thank you very much, those are my

OEB Staff Interrogatory # 2

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Issue:

Issue 2: Has Hydro One adequately responded to the customer concerns expressed in the Community Meetings held for this application?

Reference:

Executive Presentation Day Transcript, page 41
At this page Mr. Pugliese testifies,

“...we are the first utility to offer service guarantees. So, if we make a commitment to do a reconnect, to do a move in and move-out, if we fail to meet that within a set time frame, there is a service guarantee that we will give to the customer and a credit, and that is \$75.

Interrogatory:

- a) Please provide a list of the services that Hydro One’s “service guarantee” would cover.
- b) Please describe in detail how this service guarantee would work for a typical customer.
- c) Are there specific criteria the customer must meet to qualify for this service guarantee?
- d) What is the total amount budgeted for 2018 for this service guarantee credit?

Response:

- a) If Hydro One does any of the following, Hydro One will credit the affected customer’s account \$75:
 - i. miss an appointment with a customer;
 - ii. fail to connect the new service within five business days of all connection requirements being met; and
 - iii. fail to return the customer’s phone call within one business day

1 b) Hydro One’s service guarantees are outlined below:

2 i. **Miss an Appointment with a Customer** – Hydro One may schedule an
3 appointment for a member of the field staff to meet with the customer regarding
4 planned work, or to determine the requirements for unplanned work or a new service
5 connection. If Hydro One sets an appointment for a morning or afternoon visit and
6 the appointment is missed, Hydro One will automatically credit the affected
7 customer’s account with \$75. This service guarantee will not apply for design
8 consultations which do not result in a connection and a customer account.

9
10 ii. **Fail to Connect the New Service within Five Business Days of All Connection**
11 **Requirements Being Met** – If (a) all the connection requirements have been met
12 and (b) Hydro One does not connect the power within five business days, Hydro One
13 will automatically credit the affected customer’s account with \$75. This service
14 guarantee will not apply if Hydro One and the customer have mutually agreed to
15 connect at a date later than five business days or the service connection is >750V or
16 for distributed generation.

17
18 iii. **Fail to Return the Customer’s Phone Call Within One Business Day** – When a
19 customer’s phone call is escalated in the call centre, Hydro One may schedule a
20 return phone call. If the return phone call is not made within one business day,
21 Hydro One will automatically credit the customer’s account with \$75.

22
23 c) If Hydro One fails to meet any of these service guarantees, Hydro One will automatically
24 credit the affected customer’s account with \$75. Additional information can be found on
25 Hydro One’s website, including exceptions and the conditions of service:

26 <https://www.hydroone.com/about/corporate-information/our-service-guarantees>

27
28 d) Hydro One has budgeted \$25,000 to fund service guarantees in 2018.

OEB Staff Interrogatory # 3

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Issue:

Issue 2: Has Hydro One adequately responded to the customer concerns expressed in the Community Meetings held for this application?

Reference:

Executive Presentation Day Transcript, page 41

At this reference, Mr. Pugliese indicated that Hydro One had returned \$12 million in security deposit value back to customers.

Section 2.4.9 of the Distribution System Code (DSC) sets out the circumstances under which a distributor may require a security deposit for different classes of customers.

Sections 2.4.22 – 2.4.25 set out the process for the review and adjustment or return of security deposits.

Interrogatory:

- a) Please confirm that the security deposit amounts returned to customers were not held by Hydro One for periods longer than those set out in the DSC. If this cannot be confirmed, please provide an explanation.
- b) Please confirm whether these security deposits were returned earlier than the time periods set out in the DSC. If so, please provide:
 - i. Hydro One’s time period for returning the deposit by customer class.
 - ii. The reasons for returning these customer deposits and how Hydro One addressed the payment risk that a security deposit represents.
- c) Has Hydro One made a permanent adjustment to its security deposit policy and defined its new criteria formally? If so, please provide the policy and outline how it is has changed.

Witness: PUGLIESE Ferio

Response:

a) Security deposits returned to customers were not held by Hydro One for periods longer than those set out in the Distribution System Code (DSC).

b) i. Hydro One no longer requires security deposits from residential customers. With respect to General Service customers, security deposits are returned after one year if the customer is deemed to have a of "good payment history", as defined by the DSC.

ii. With respect to residential customers, the DSC currently requires utilities to apply a residential customer's security deposit to an overdue balance prior to the issuance of a disconnection notice. This requirement reduces the effectiveness of security deposits as a tool to mitigate bad debt for residential customers. Furthermore, operational costs associated with administering residential security deposits (i.e. calls, letters, escalations) were high. Hydro One will continue to work with customers in arrears to establish payment arrangements and ensure customers are aware of financial assistance programs. As such, Hydro One is not assuming greater payment risk with respect to accounts receivable.

With respect to General Service customers, Hydro One believes 12 months of payment history is a good indication of the customer's ability to pay. If a customer has 12 months of good payment history, any security deposit that has been collected will be returned to the customer. Hydro One will continue to request security deposits for new General Service customers or existing General Service customers who fall into arrears and no longer meet the good payment history criteria.

c) Hydro One has formally changed its policy to reflect the changes outlined above. The new security deposit policy is also outlined on Hydro One's website as of April 2017. Hydro One is currently in the process of updating its Conditions of Service, which will include the new changes to its security deposit policies.

1 **OEB Staff Interrogatory # 8**

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3 **Issue:**

4 Issue 2: Has Hydro One adequately responded to the customer concerns expressed in the
5 Community Meetings held for this application?
6

7 **Reference:**

8 Executive Presentation Day Transcript, page 44
9

10 **Interrogatory:**

11 At this reference, Mr. Pugliese indicated that Hydro One had just launched a new bill design.
12 Please provide a copy of the new bill, description of the new bill presentation and outline the
13 changes made and why those changes were made. Please also provide initial customer feedback,
14 if available, on the new bill design.
15

16 **Response:**

17 A sample of the new bill is included on the last 2 pages of this response.
18

19 The new bill design is being implemented in response to customer feedback that the current bill
20 is difficult to understand. Before the new bill design was launched, Hydro One's survey results
21 indicated that approximately 40% of customers found the bill difficult to understand. The design
22 of the new bill was grounded in customer behaviour research and underwent extensive customer
23 testing with 4,800 of Ontario electricity bill payers, of which 3,130 were Hydro One customers
24

25 The key changes to the bill are detailed below.

- 26
- 27 • Prioritized key information deemed important by customers on the first page to improve
28 ease of comprehension, specifically:
 - 29 ○ What do I owe?
 - 30 ○ How much did I use?
 - 31 ○ When is it due?
 - 32 ○ Who do I contact if I have a question?
 - 33 ○ Key information to be aware of.
 - 34 • Tested multiple ways to improve customer comprehension of budget billing and
35 instalment plans.
 - 36 • Enhanced font size and key graphics to make it easier and quicker for customers to find
information that they are looking for.

Witness: PUGLIESE Ferio

- 1 • Tested multiple ways to present the more detailed information on page two of the bill,
2 including implementing a more intuitive time of use graphic and enhanced sequencing of
3 related information in a format that made more sense from a customer comprehension
4 perspective.
- 5 • Revised and simplified language to make information easier to read and understand for
6 customers.
- 7 • Restructured the definitions for line items to make it easier for customers to relate to and
8 understand where their dollars are being spent.
- 9 • Configured the bill layout in a modular format to improve speed to market for future
10 changes.

11
12 Hydro One is rolling out the new bill design in a staged manner. It will take until mid-March
13 2018 to be fully deployed to all customers. As a result, formal customer satisfaction results are
14 not available at this time. At this point, the introduction of the new design has not generated any
15 adverse feedback.

16
17 Please see Exhibit I-2-Staff-9 for additional information on the bill redesign initiative.




[CUSTOMER NAME]

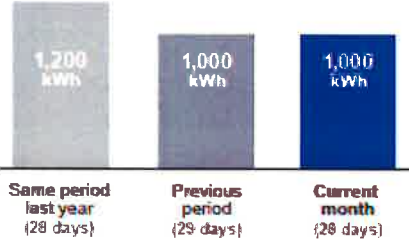
Your account number is: 1234 5612 3456

This statement is issued on: December 28, 2017

Your Electricity Statement

For the period of: November 23, 2017 – December 21, 2017

<p>What do I owe?</p> <p>\$144.⁷⁷</p> <p>See reverse for a summary of how we calculated your charges</p>	<p>How much did I use?</p> <p>You powered your home with</p>  <p>1,000 kWh of electricity this period</p>	<p>When is it due?</p> <p>Jan 16, 2018</p>
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<p>What does my electricity usage look like?</p> <p>Your usage has decreased by 17% compared to the same period last year.</p> <p>Find out more by logging into <i>myAccount</i> at www.HydroOne.com.</p> 	<p>What do I need to know?</p> <p>Ontario's Fair Hydro Plan saved you \$83.24 on your bill. This amount includes the 8% Provincial Rebate.</p>
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-  For billing, quick answers, and much more, visit www.HydroOne.com.
-  For emergencies or reporting outages, call **1-800-434-1235 (24hrs)**
-  For service inquiries and payments, call **1-888-664-9376** Mon to Fri 7:30 a.m. – 8 p.m.
-  Hydro One Networks Inc. PO Box 5700 Markham, ON L3R 1C8

Please return this slip with your payment

Your account number: 1234 5612 3456



Total amount you owe **\$144.77**

Amount enclosed

\$

71 (A) XX 101
 CUSTOMER NAME
 CUSTOMER NAME 2
 ADDRESS FIELD, ADDRESS NOTES

ELECTRICITY COMPANY
 RETURN ADDRESS 2
 ADDRESS FIELD, ADDRESS NOTES

Witness: PUGLIESE Ferio

What am I paying for?

Balance carried forward	\$0.00
Amount due from your previous period.....	-\$207.40
Amount received - Dec 17/17.....	+\$207.40
Your adjustments	-\$5.00
Your electricity charges	\$149.77
Total amount you owe	\$144.77

Powering 32 NORTH STREET
 Point of Delivery: 80150150 Residential Medium Density

Electricity	\$82.16
This is the cost of generating the electricity you used this period. Usage is measured in kilowatt-hours (kWh) and depends on the wattage of devices you use and how long you use them. The Ontario Energy Board (OEB) sets the cost per kWh and the money collected goes directly to the electricity generators.	
Delivery	\$56.03
This is the cost of ensuring you have reliable power when you need it. Hydro One collects this money to build, maintain, and operate the electricity infrastructure, which includes power lines, steel towers and wood poles covering 960,000 sq. km. A portion of this cost is fixed and a portion varies depending on the amount of electricity used.	
Regulatory Charges	\$4.45
The Independent Electricity System Operator (IESO) uses this money to manage electricity supply and demand in the province, which is necessary to ensure that there is enough electricity to meet Ontario's needs at all times.	
HST (12345-1234-RT1111)	\$18.54
8% Provincial Rebate	-\$11.41
Total of your electricity charges	\$149.77

Your Adjustments..... **-\$5.00**

Conservation program credit..... **-\$5.00**

Meter Number	Current Reading	Previous Reading	Difference	Usage in kWh
J1234567	Dec 21/17 2,701	Nov 23/17 1,701	1,000	(x1) = 1,000

This statement contains account adjustments. If payment is not received by Jan 16/18, a late payment charge of 1.5% compounded monthly (19.56% per year) will be calculated from the statement date and applied to your account.

What is my Time-of-Use breakdown?

Nov 23/17 to Dec 21/17 Usage (kWh)	Rate (¢)	Amount
On-Peak	13.2	\$23.76
Mid-Peak	170	\$16.15
Off-Peak	650	\$42.25

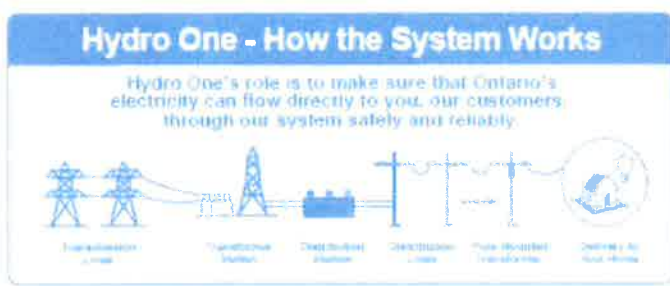


Go paperless!

Save time and trees with paperless billing

Convenient, secure online access to your account 24/7 - and it's better for the environment.

HydroOne.com/myAccount



Energy Saving Tip

Phantom Power

Electronics use energy even when off. Plug them into power bars with timers or auto-shutoff to lower energy use.

OEB Staff Interrogatory # 76

Issue:

Issue 23: Was the customer consultation adequate and does the Distribution System Plan adequately address customer needs and preferences?

Reference:

B1-01-01 Section 1.3 (5.2.2) Page: 1449
Coordinated Planning with Third Parties - Customer Engagement, Section 1.3.3 Summary of Customer Needs and Preferences

The Ipsos Report showed the following:

- *“Customer service improvements above existing levels are not something for which customers are willing to pay higher rates.”*

Interrogatory:

Considering the above statement regarding customer preference, please explain why Hydro One is pursuing programs that are intended to improve customer service, but will contribute to higher rates, such as the new complaint system “GP-16 Customer Self-Service Technology” 16 or “GP-33 Customer Service Complaint Management Tool”.

Response:

GP-16 Self-Service Technology

This investment is required to upgrade and enhance Hydro One’s self-service technology, including the MyAccount self-service website and mobile app. Some of the underlying technology supporting these applications is out of date, no longer supported by the vendor, and needs to be updated to simply maintain the existing level of functionality. In addition, there are some features which customers are requesting, such as the ability to report power outages online or via the mobile app, which will improve customer service and reduce operational cost. Customers are requesting additional capabilities in self-service technology that are conveniently available 24/7. The increased use and adoption of these services clearly demonstrates this trend.

Implementing new self-serve technologies in the Customer Service area will ensure that existing services continue to be maintained and new functionality will be delivered to customers. This investment will provide incremental value to ratepayers in the following ways:

Witness: PUGLIESE Ferio

- 1 • Improve customer engagement by providing a mechanism for customers to conveniently
- 2 interact with the company;
- 3 • Better educate and inform customers about their electricity usage;
- 4 • Increase enrolment in support programs such as Ontario Electricity Support Program and
- 5 the First Nations Delivery Credit;
- 6 • Provide customers a streamlined online and mobile experience; and
- 7 • Promote consumers easy access to information and interactive portals.

8

9 **GP-33 Customer Service Complaint Management Tool**

10

11 Hydro One does not have an effective way to manage, monitor, and provide visibility to
12 customer complaints. As a result, complete and robust customer information is often not
13 available to assist the employee handling the complaint. As such, an investment is required to
14 develop a complaint management tool. Workflows can help customer service employees by
15 routing the complaint to the appropriate group(s) that is in the best position to address the
16 customer’s complaint. Other customer-centric workflows include reminders designed to alert
17 staff if they are lagging on tasks that impact the resolution of a customer’s complaint.

18

19 The centralization of complaints will also ensure issues are addressed quickly and will provide
20 analytics to conduct trending of the root causes of customer’s complaints so that the company
21 can handle these issues pro-actively and in turn, reduce the number of complaints going forward.

OEB Staff Interrogatory # 15

Issue:

Issue 6: Does Hydro One’s First Nation and Métis Strategy sufficiently address the unique rights and concerns of Indigenous customers with respect to Hydro One’s distribution service?

Reference:

A-04-02/C1-01-07 Page 16-17

At this reference, Hydro One summarizes its First Nations and Metis Strategy and lists a number of initiatives and undertakings with First Nations.

Interrogatory:

- a) Has Hydro One instituted a specific scorecard that measures its success in its dealings with First Nations on a general level and also with regard to specific initiatives? If so, please provide this scorecard or report.
- b) With regard to the new customer service offerings mentioned, please provide a summary of these programs.

Response:

- a) Hydro One received Bronze level certification under the Canadian Council for Aboriginal Business (CCAB) Progressive Aboriginal Relations Program (PAR) in August 2017.

This certification program assesses corporate performance in Aboriginal relations in four areas (leadership actions, employment, business development, and community relationships) and includes an independent verification process that involves gathering information from the Company as well as Indigenous communities that interact with the Company. The certification program validates Hydro One’s performance and confirms the Company’s commitment, success, and impact to Aboriginal Relations.

The CCAB describes PAR Bronze companies as follows:

PAR Bronze companies are distinguishable among thousands of Canadian businesses because they recognize the business case for working with Aboriginal businesses and communities. Their strategic planning recognizes the mutually-beneficial impact of business development with Aboriginal-owned businesses, the value that Aboriginal people bring to the workplace, and the potential of Aboriginal communities. PAR Bronze companies

Witness: CHUM Derek

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are beginning a journey, developing the goals and action plans that position them to work with the Aboriginal community.

Hydro One will continue to measure its success in these same four areas (leadership actions, employment, business development, and community relationships), using the PAR criteria.

Leadership Actions	Employment	Business Development	Community Relationships
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b) Hydro One offers the following programs to help First Nation customers manage their electricity bills:

- i. Get Local First Nations – Please refer to Exhibit I-6-Staff -14.
- ii. First Nation Conservation Program – The program, which was introduced in 2016, assess a home’s energy efficiency and provides energy efficient upgrades.
- iii. First Nations Delivery Credit (Fair Hydro Plan) – As of July 1, 2017, First Nation customers residing on reserve and paying for electricity are entitled to a credit equal to the Delivery Charge on their monthly bill.

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 Exhibit H1
 Tab 2
 Schedule 3
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Table 1: Schedule 11-1 Specific Service Charges: Standard Amounts

(* indicates charges which reflect the average cost over the forecast period)

OEB Rate Code	Specific Service Charge Standard Name	Calculation Method	Currently Approved Rate	2018 Charge	2019 Charge	2020 Charge	2021 Charge	2022 Charge
1	Arrears Certificate	As described in Time Study (See Attachment 1)	N/A	N/A	N/A	N/A	N/A	N/A
2	Statement of Account*		\$15.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
3	Pulling post-dated cheques		\$15.00	N/A	N/A	N/A	N/A	N/A
4	Duplicate Invoices for Previous Billing*		\$15.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
5	Request for Other Billing Information*		\$15.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
6a	Easement Letter – Letter Request		\$15.00	\$86.90	\$88.29	\$89.67	\$91.12	\$92.51
6b	Easement Letter - Web Request		\$15.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
7	Income Tax Letter*		\$15.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
8	Notification Charge		\$15.00	N/A	N/A	N/A	N/A	N/A
9	Account History*		\$15.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
10	Credit Reference/Credit Check *		\$15.00 plus Credit Agency Costs	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
11	Returned Cheque Charge*		\$15.00	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00
12	Charge to Certify Cheque		\$15.00	N/A	N/A	N/A	N/A	N/A
13	Legal Letter Charge	\$15.00	N/A	N/A	N/A	N/A	N/A	

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 Tab 2
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14	Account Set Up Charge/Change of Occupancy Charge (Plus Credit Agency Costs, if applicable)*		\$30.00	\$38.00	\$38.00	\$38.00	\$38.00	\$38.00
15	Special Meter Reads*		\$30.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00
16	Collection of Account Charge – No Disconnection*		\$30.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
17	Collection of Account Charge – No Disconnection – After Regular Hours		\$165.00	N/A	N/A	N/A	N/A	N/A
18 & 19	Collection – Disconnect/Reconnect at Meter & Install/Remove Load Control Device – During Regular Hours*		\$65.00	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00
20 & 21	Collection – Disconnect/Reconnect at Meter & Install/Remove Load Control Device – After Regular Hours*		\$185.00	\$430.00	\$430.00	\$430.00	\$430.00	\$430.00
22	Collection – Disconnect/Reconnect at Pole – During Regular Hours*		\$185.00	\$320.00	\$320.00	\$320.00	\$320.00	\$320.00
23	Collection – Disconnect/Reconnect at Pole – After Regular Hours*		\$415.00	\$850.00	\$850.00	\$850.00	\$850.00	\$850.00
24	Meter Dispute Charge – Measurement Canada*		\$30.00	\$290.00 plus Measurement Canada fees	\$290.00 plus Measurement Canada fees	\$290.00 plus Measurement Canada fees	\$290.00 plus Measurement Canada fees	\$290.00 plus Measurement Canada fees
25	Service Call – Customer Owned Equipment – During Regular Hours		\$30.00	\$210.00	\$210.00	\$210.00	\$210.00	\$210.00
26	Service Call – Customer Owned Equipment – After Regular Hours		\$165.00	\$775.00	\$775.00	\$775.00	\$775.00	\$775.00
27	Temporary Service Install & Remove – Overhead – No Transformer		\$500.00	N/A	N/A	N/A	N/A	N/A

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28	Temporary Service Install & Remove – Underground – No Transformer		\$300.00	N/A	N/A	N/A	N/A	N/A
29	Temporary Service Install & Remove – Overhead – With Transformer		\$1,000.00	N/A	N/A	N/A	N/A	N/A
30	Specific Charge for Access to Power Poles – Telecom*		\$41.28	\$47.43	\$48.16	\$48.90	\$49.65	\$50.40
31a	Vacant Premise – Move in with Reconnect of Electrical Service at Meter*		NEW	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00
31b	Vacant Premise – Move in with Reconnect of Electrical Service at Pole		NEW	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00
32	Reconnect Completed after Regular Hours (Customer/Contract Driven) – at Meter*		NEW	\$245.00	\$245.00	\$245.00	\$245.00	\$245.00
33	Reconnect Completed after Regular Hours (Customer/Contract) Driven) – at Pole*		NEW	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00
34 & 35	Additional Service Layout Fee – Basic/Complex (more than one hour)		\$635/\$845	\$561.08	\$569.51	\$577.91	\$586.72	\$595.20
36	Pipeline Crossings		\$2,540.00	\$2,363.12	\$2,396.75	\$2,430.28	\$2,465.43	\$2,499.29
37	Water Crossings		\$3,225.00	\$3,522.56	\$3,570.65	\$3,618.57	\$3,668.82	\$3,717.21
38	Railway Crossings		\$6,095.00	\$4,690.71 plus Railway Feedthrough Costs	\$4,760.48 plus Railway Feedthrough Costs	\$4,830.33 plus Railway Feedthrough Costs	\$4,899.24 plus Railway Feedthrough Costs	\$4,965.66 plus Railway Feedthrough Costs
39a	Overhead Line Staking Per Meter		\$4.95	\$4.17	\$4.24	\$4.30	\$4.36	\$4.42
39b	Underground Line Staking Per Meter		\$4.95	\$3.00	\$3.05	\$3.09	\$3.14	\$3.18
39c	Subcable Line Staking Per Meter		\$4.95	\$2.62	\$2.66	\$2.70	\$2.74	\$2.78

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	and Service Transaction Requests) as per the Handbook		\$0.25/request for request fee + \$0.50/request for process fee	\$0.25/request for request fee + \$0.50/request for process fee	\$0.25/request for request fee + \$0.50/request for process fee	\$0.25/request for request fee + \$0.50/request for process fee	\$0.25/request for request fee + \$0.50/request for process fee	\$0.25/request for request fee + \$0.50/request for process fee
47	Specific Charge for Access to Power Poles – LDC (for 10' of power space)*		\$47.82	\$85.33	\$86.64	\$87.97	\$89.32	\$90.68
48	Specific Charge for Access to Power Poles – Generators (for 10' of power space)*		\$47.82	\$85.33	\$86.64	\$87.97	\$89.32	\$90.68
49	Specific Charge for Access to Power Poles – Municipal Streetlights		\$2.04	\$2.04	\$2.04	\$2.04	\$2.04	\$2.04
50	Sentinel Light Rental Charge		\$9.51	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
51	Sentinel Light Pole Rental Charge		\$4.15	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00
52	Late Payment Charge		1.5%/month	1.5%/month	1.5%/month	1.5%/month	1.5%/month	1.5%/month

1 *Updated to incorporate modified productivity factor (as per Exhibit A, Tab 3, Schedule 2) and 2016 actual cost data.

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Table 2: Capital Contributions

Rate Code	Description	Bridge Year				Test Years											
		2013	2014	2015	2016	2017		2018		2019		2020		2021		2022	
		Volume	Volume	Volume	Volume	Volume Forecast	Proposed Capital	Volume Forecast	Proposed Capital	Volume Forecast	Proposed Capital	Volume Forecast	Proposed Capital	Volume Forecast	Proposed Capital	Volume Forecast	Proposed Capital
34 & 35	Additional Service Layout Fee – Basic/Complex (More than One Hour)	N/A	N/A	N/A	141	144	\$92,649.60	144	\$80,795.52	144	\$82,009.44	144	\$83,219.04	144	\$84,487.68	144	\$85,708.80
36	Crossing Application – Pipeline	N/A	N/A	N/A	0	1	\$2,540.00	1	\$2,363.12	1	\$2,396.75	1	\$2,430.28	1	\$2,465.43	1	\$2,499.29
37	Crossing Application – Water	N/A	N/A	N/A	0	1	\$3,225.00	1	\$3,522.56	1	\$3,570.65	1	\$3,618.57	1	\$3,668.82	1	\$3,717.21
38	Crossing Application – Railroad (Plus Railway Feedthrough Costs)	33	N/A	N/A	27	30	\$179,802.50	30	\$134,203.47	30	\$133,099.87	30	\$134,936.54	30	\$136,785.01	30	\$138,672.72
39a	Overhead Line Staking – per meter	81,200	86,800	137,900	108,031	97,650	\$483,367.50	97,650	\$407,200.50	97,650	\$414,036.00	97,650	\$419,895.00	97,650	\$425,754.00	97,650	\$431,613.00
39b	Underground Line Staking – per meter	34,800	37,200	59,100	46,299	41,850	\$207,157.50	41,850	\$125,550.00	41,850	\$127,642.50	41,850	\$129,316.50	41,850	\$131,409.00	41,850	\$133,083.00
39c	Subcable Line Staking – per meter	6,650	4,150	8,430	7,130	6,365	\$31,506.75	6,365	\$16,676.30	6,365	\$16,930.90	6,365	\$17,185.50	6,365	\$17,440.10	6,365	\$17,694.70
40	Central Metering – New service < 45 kW	148*	145*	187*	261*	796	\$95,520.00	796	\$79,600.00	796	\$79,600.00	796	\$79,600.00	796	\$79,600.00	796	\$79,600.00
41	Conversion to Central Metering < 45 kW	122*	285*	277*	241*	824	\$865,200.00	824	\$1,264,077.70	824	\$1,280,063.05	824	\$1,296,082.66	824	\$1,312,791.18	824	\$1,328,907.21
42	Conversion to Central Metering >= 45 kW	19*	67*	84*	72*	53	\$49,290.00	53	\$76,005.97	53	\$77,034.15	53	\$78,064.54	53	\$79,139.24	53	\$80,175.83
	Total Capital Contributions						\$1,000,248.85		\$2,189,995.14		\$2,216,383.32		\$2,244,348.63		\$2,273,540.46		\$2,301,671.76

2 *Data unavailable at the time the Application was originally filed.