

Preamble: For decades, Toronto housing service providers have arranged annual inspections of apartment-owned vaults housing Toronto Hydro high-voltage electric equipment. These inspections have been coordinated with Toronto Hydro for the mutual benefit of ensuring the sustainable protection of the Toronto Hydro equipment, safety of those attending and to strive for the uninterrupted continuity of electricity service to our tenants. These inspections, while difficult to coordinate, have been arranged with no compensation required from either party from the other in respect of the mutual benefit of this inspection. We have recently become aware that it is Toronto Hydro's proposal that housing providers should now pay for this visit.

- 1) Please provide Section 1.7.5 from the Conditions of Service from:
 - a) The version that is currently in place for 2018 (Revision #17).
 - b) The version that included proposed changes that were open for comment until Dec. 13/18 (Revision #18)
 - c) Any subsequent revision that is or was posted for comment since Dec.13/18.
- 2) What does Toronto Hydro propose as a rate or range of rates for this service?
 - a) What is the underlying cost for this service using its personnel and vehicles?
 - b) Does Toronto Hydro intend on contracting out this service?
 - i) If so, what is the cost or range of costs to Toronto Hydro if contracted out?
 - c) Has Toronto Hydro already charged for this service?
- 3) For this proposed revision to the Conditions of Service:
 - a) What was the driving force behind this transfer of cost responsibility from Toronto Hydro to the building owner?
 - b) Please provide the letter that was developed to communicate this change to the customer.
 - c) Please provide a list of addresses where vaults are housed in apartment buildings
 - d) Please describe the process undertaken to ensure that all owners of apartment buildings that contain these vaults were informed of this proposed change.
 - e) Please provide any additional notification that was provided to assist these owners in understanding their right to comment on this proposed change.
 - f) Please describe the process that Toronto Hydro used to ensure that each building owner was notified prior to implementation.
- 4) What is Toronto Hydro's required inspection frequency for equipment commonly held in apartment-owned vaults?
 - a) Does Toronto perform an inspection of its equipment during this appointment?
 - b) If not, why not?

- 5) Please provide Toronto Hydro's perspective on the purpose of the heat detector in the vault.
 - a) What is the typical response protocol to a signal from the heat detector(i.e., who receives the signal, are there graduated levels of response)?
 - b) How many responses have been made each of the last 4 years?
- 6) How many vaults are housed in apartment buildings?
 - a) What is the range of the age of Hydro infrastructure in those vaults?
 - b) What is the average age of Hydro infrastructure?
 - c) What is the anticipated life span of the infrastructure?
 - d) With increasing age, what is the failure modality of the equipment?
 - i) Would it be Toronto Hydro's opinion that elevated temperature in the room could be a warning sign of upcoming failure?
 - ii) Can this type of warning assist in avoid greater damage to plant and the surrounding vault and building? Please describe.
- 7) What is the average amount of time that inspectors attend individual vaults annually?
 - a) What is the range of hours inspection?
 - b) What percentage of the individual locations had service time greater than two hours?
- 8) For each year during this current period, please provide:
 - a) A list of changes made to Conditions of Service which resulted in a transfer of cost and/or liability from the utility to the customer
 - i) The driving force behind each of the changes (i.e., improved cost causality, improved service, reduced cost, etc.)
 - ii) The financial impact to the utility for each of these changes
 - b) A list of changes that Toronto Hydro initially proposed which were adjusted or retracted as a result of the comment period
 - i) The forecasted financial impact of the proposed change
 - ii) The resulting financial impact of those remaining changes after the adjustment to the proposed change