

VIA EMAIL to [ConditionsofService@TorontoHydro.com](mailto:ConditionsofService@TorontoHydro.com)

January 23, 2019

Toronto Hydro, Regulatory Affairs  
14 Carlton Street  
Toronto, Ontario M5B 1K5

**RE: Proposed Changes to 2019 Conditions of Service**

The Greater Toronto Apartment Association (“GTAA”) represents the interests of the multi-family, purpose-built rental housing industry. Our members own and manage more than 150,000 units of multi-family, purpose-built rental housing in the GTA, with the vast majority in the City of Toronto. Many GTAA Members’ buildings contain Toronto Hydro vaults exclusively occupied by Toronto Hydro equipment.

We are writing on behalf of the GTAA in regard to your posting of an update to proposed revisions to your 2019 Conditions of Service. While we appreciate that Toronto Hydro has heard and attempted to respond to our previously communicated concern of December 11, 2018, we are writing to express concern and opposition to the unjustified limitations to Toronto Hydro collaboration in completing vault inspections inside of our buildings.

As outlined in our above-referenced correspondence (attached for reference and to reduce duplication), Toronto Hydro has collaborated with Toronto housing service providers in the performance of annual inspections of apartment-owned vaults for decades. We understand that, after receipt of our comments, Toronto Hydro made a single revision to its proposed Conditions of Service, Rev. 18. That revision changes the responsibility for the cost of the Person-in-Attendance back to Toronto Hydro but only for two hours under a specific inspection. We continue to oppose this change for the reasons outlined in our previous letter.

In addition, we emphasize that the annual inspection provides a regular evaluation of not only the vault condition to protect the Toronto Hydro equipment but also provides Toronto Hydro with the opportunity to inspect its equipment to meet its due diligence standards while ensuring safety. Limiting the inspection to the testing of the “fire equipment” and the period to 2 hours, creates situation where the mutual benefit of this annual inspection can be subordinated to a narrow interpretation of the rules and additional cost, risk and reduction in quality of service for the apartment owner, Toronto Hydro and most importantly the customer.

It is truly ironic that in the letter that communicates Toronto Hydro's shift in position on this annual inspection (attached as the last page of this submission), Toronto Hydro states that "Safety is our top priority". If that is the case, we call on Toronto Hydro to stop imposing unilateral rules without consultation and work with its customers to consider how the annual inspection can be evolved to maximize the benefits for both Toronto Hydro and its customers.

Further, since this matter has arisen in Toronto Hydro's 2020-2024 Rates Case, EB-2018-0165, we urge Toronto to defer implementation of this change in Rev. 18/1 from Feb. 1, 2019 until the Board has heard and determined the appropriateness of these changes.

Respectfully submitted on behalf of the GTAA,



Dwayne R. Quinn  
Principal  
DR QUINN & ASSOCIATES LTD.

- c. Daryl Chong, Greater Toronto Apartment Association  
Tony Irwin, Federation of Rental-housing Providers of Ontario  
Andrew Sasso, Toronto Hydro  
Mike Mulqueen, Toronto Hydro  
Josie Scioli, City of Toronto  
Board Secretary, Ontario Energy Board, Proceeding EB-2018-0165  
Lawrie Gluck, Case Manager Ontario Energy Board, Proceeding EB-2018-0165  
Mark Rubenstein, School Energy Coalition

VIA EMAIL to [ConditionsofService@TorontoHydro.com](mailto:ConditionsofService@TorontoHydro.com)

December 11, 2018

Toronto Hydro, Regulatory Affairs  
14 Carlton Street  
Toronto, Ontario M5B 1K5

## **RE: Proposed Changes to 2019 Conditions of Service**

The Greater Toronto Apartment Association ("GTAA") represents the interests of the multi-family, purpose-built rental housing industry. Our members own and manage more than 150,000 units of multi-family, purpose-built rental housing in the GTA, with the vast majority in the City of Toronto. Many GTAA Members' buildings contain Toronto Hydro vaults exclusively occupied by Toronto Hydro equipment.

We are writing on behalf of the GTAA in regard to your posting of proposed revisions to your 2019 Conditions of Service. Specifically, to express our concern and opposition to Toronto Hydro's proposed revision to the long-standing policy of annual inspections of Toronto Hydro vaults for our mutual benefit and protection.

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 to 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 under the premise that "those customers using Toronto Hydro resources pay their share of the cost" (see attached notice received upon inquiry). It is unfortunate this policy change was discovered through communication on other work and that the attached notice does not inform the recipient of the comments process to which we are responding.

The proposal by Toronto Hydro that housing providers compensate Toronto Hydro to attend and ensure safety during an annual inspection that contributes to the on-going safety and reliability of Toronto Hydro assets does not, in our view, constitute a situation of customers using Toronto Hydro resources. As Toronto Hydro knows the Fire Code<sup>1</sup> requires that the vault is equipped with a heat detector and that these heat detectors must be inspected annually<sup>2</sup>.

---

<sup>1</sup> Ontario Regulation 213/07, Fire Code Section 9.6.2.14

<sup>2</sup> CAN/ULC S-536

In our view, the decades of this service being in the public interest is captured over time. As an example, we submit that an enduring priority on this matter is captured in the City of Toronto's Staff/Action report that emphasizes the public interest nature of these inspections.<sup>3</sup>

In summary, we respectfully request that Toronto Hydro retract this aspect of the revisions to its proposed Conditions of Service 2019. If unwilling, we respectfully request the company's defined position in opposition to our request, to be filed in conjunction with Toronto Hydro's 2020-2024 rates proceeding, wherein we will reserve our rights on this and other matters. Further, we request that Toronto Hydro provide the undersigned with its response in a timely manner for consideration of further action required.

Respectfully submitted on behalf of the GTAA,



Dwayne R. Quinn  
Principal  
DR QUINN & ASSOCIATES LTD.

- c. Daryl Chong, Greater Toronto Apartment Association  
Tony Irwin, Federation of Rental-housing Providers of Ontario  
Andrew Sasso, Toronto Hydro  
Josie Scioli, City of Toronto  
Jim Jessop, Deputy Fire Chief, Toronto Fire  
Board Secretary, Ontario Energy Board, Proceeding EB-2018-0165  
Lawrie Gluck, Case Manager Ontario Energy Board, Proceeding EB-2018-0165  
Mark Rubenstein, School Energy Coalition  
Mark Garner, Vulnerable Energy and Consumers Coalition

Attach.

---

<sup>3</sup> <https://www.toronto.ca/legdocs/mmis/2016/ex/bgrd/backgroundfile-86715.pdf>