

Toronto Hydro: 2020-2024

Distribution Rates Application Overview



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Today's Agenda

1. Introduction and Overview

2. Distribution Capital & Maintenance

3. General Plant & Field Operations

4. Customer Services

5. Closing Summary

Toronto Hydro's Customer Engagement

Residential Customers' Priorities:

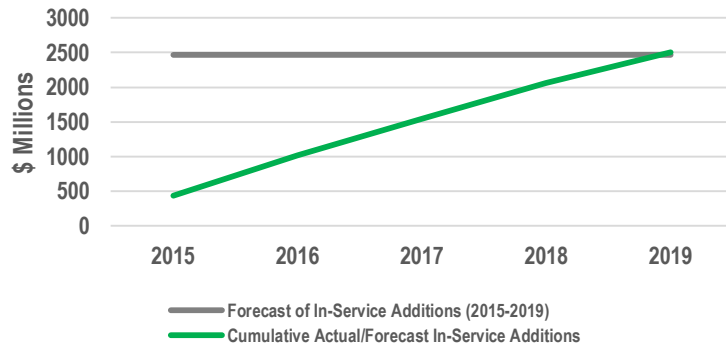


Our Proposed Plan:

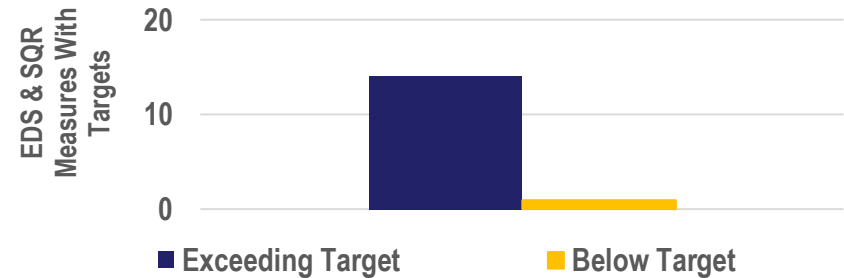


Toronto Hydro's Plan

HISTORICAL PERIOD DELIVERY *Within 1% of Approved ISA*



PERFORMANCE AS OF 2018 *16 of 17 Above OEB Target/Average*



44 Measures Proposed for 2020-2024

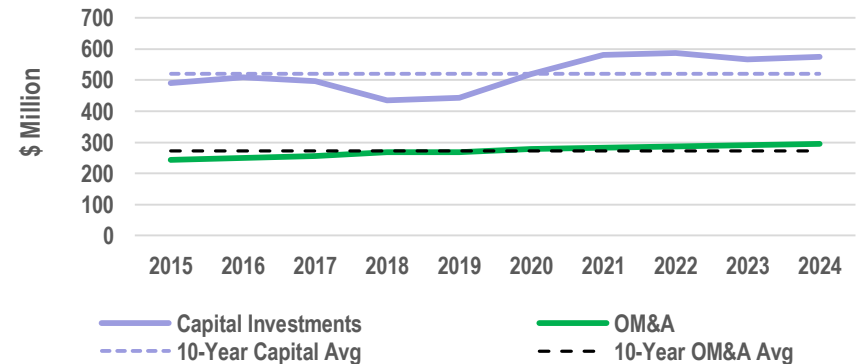
FORECAST PERIOD RATE IMPACTS *Below Inflation (net)*

**Customer
Support
3.5%**

**Toronto
Hydro
1.1%**

**Inflation
Factor
1.5%**

INVESTMENT PERIOD-OVER-PERIOD *Stable*

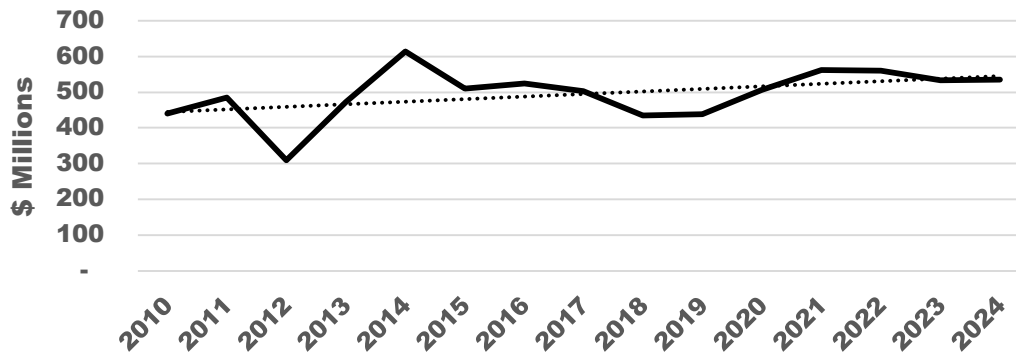


Distribution Capital & Maintenance

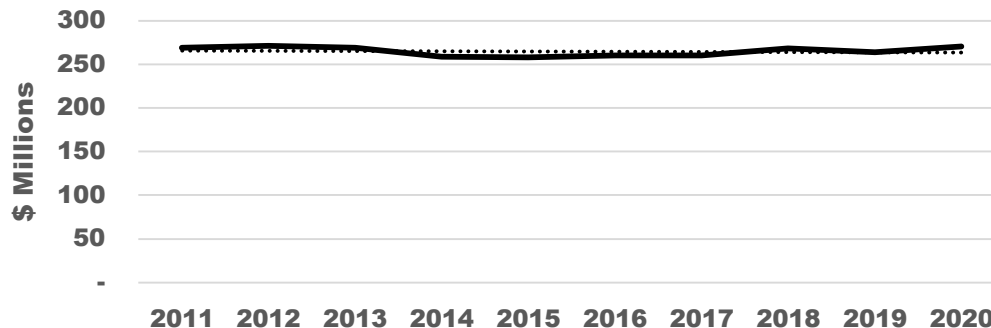


Capital Investment Plan: The Distribution System Plan

Total Capital Expenditures*

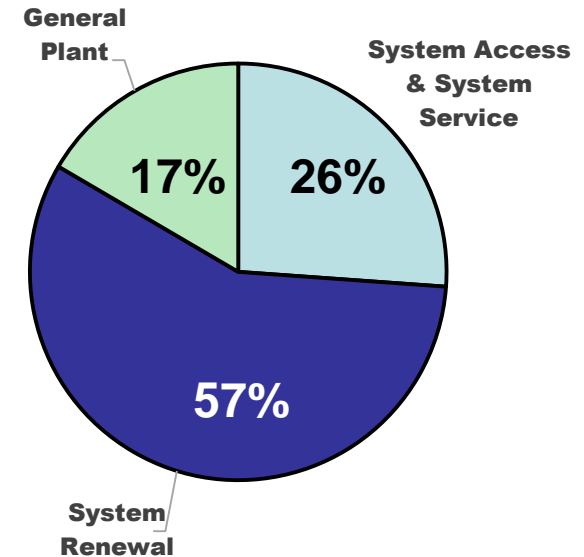


Total OM&A Expenditures*



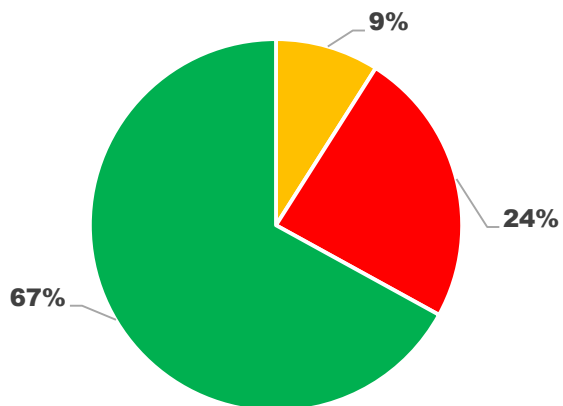
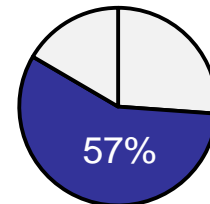
*All figures are inflation adjusted. Adjusted using annual OEB inflation prescribed value

**% of Average Annual
Expenditure by Category
(2020-2024)**



Renewing the System

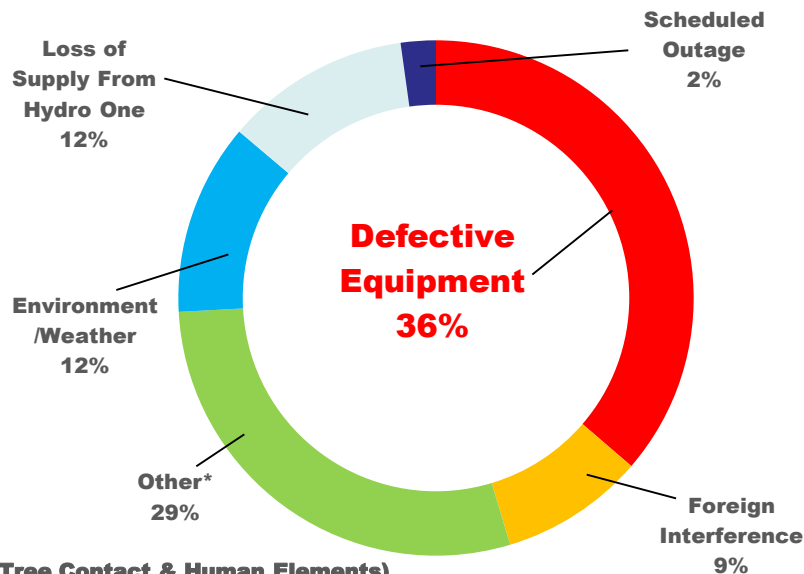
Our Operating Context



■ Assets to Reach Useful Life by End of Forecast Period (2025)

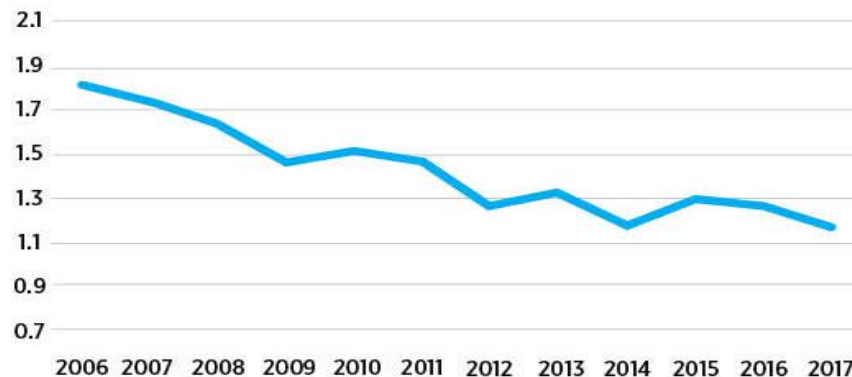
■ Assets at End of Useful Life by 2018

■ Assets Not at End of Useful Life



* (Tree Contact & Human Elements)

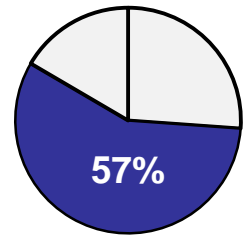
Number of Outages for the Average Customer (SAIFI)



*Excludes Loss of Supply from Hydro One and Major Event Days

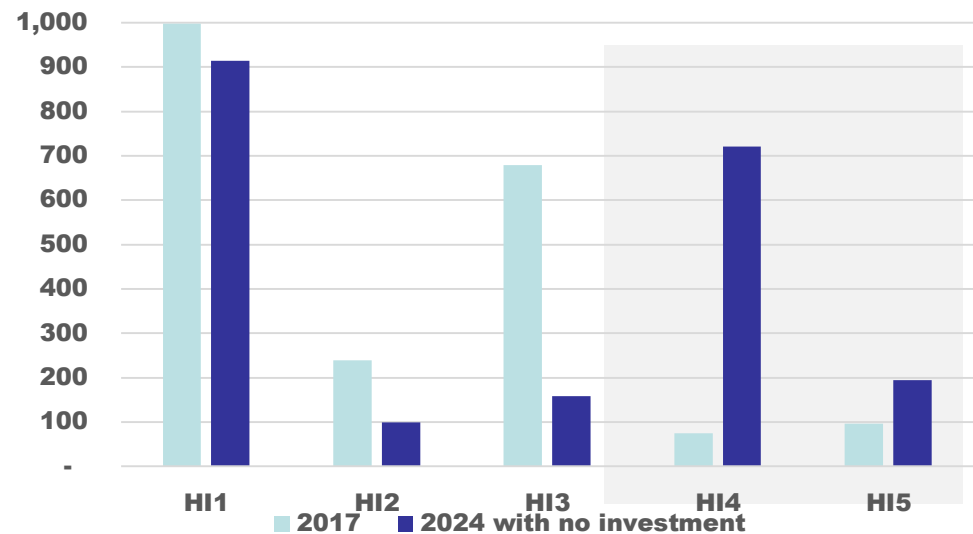
Renewing the System

Stations Renewal



Stations Assets

Circuit Breakers & Power Transformers



Health Index (HI)

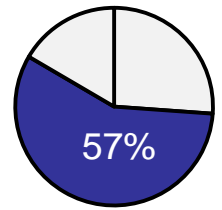
**Asset
Condition
Assessment
(ACA)**

HI4: Material Deterioration

HI5: End of Serviceable Life

Renewing the System

Area Conversions — Box Construction



2017: 3,900 box-framed poles

2024: 300 box-framed poles



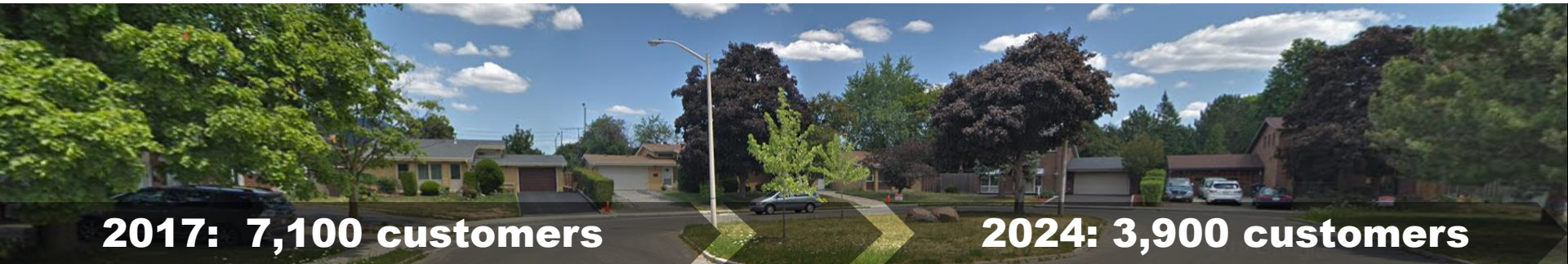
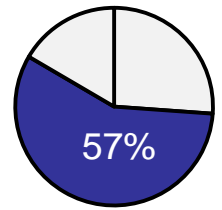
1919



2018

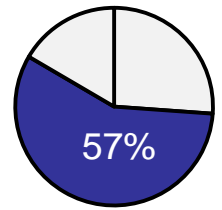
Renewing the System

Area Conversions — Rear Lot



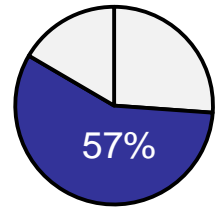
Renewing the System

Underground System – Horseshoe & Downtown

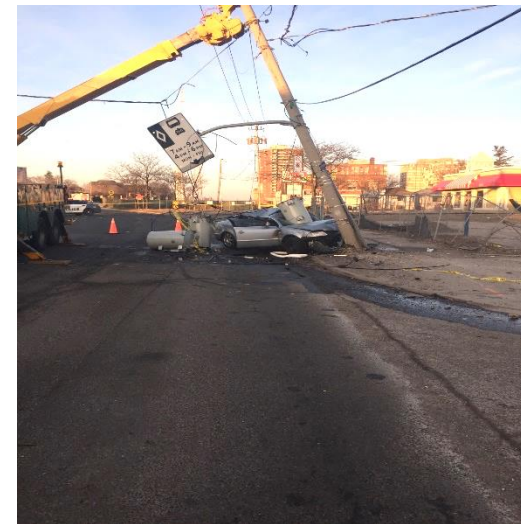
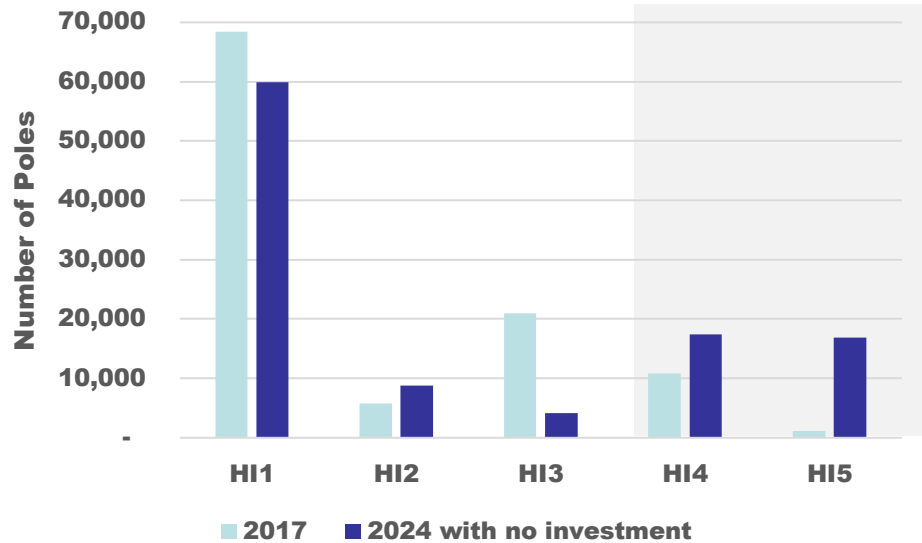


Renewing the System

Overhead System



Wood Poles



PCBs

Health Index (HI)

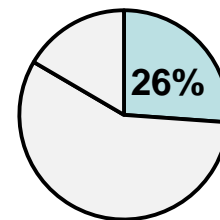
ACA

HI4: Material Deterioration

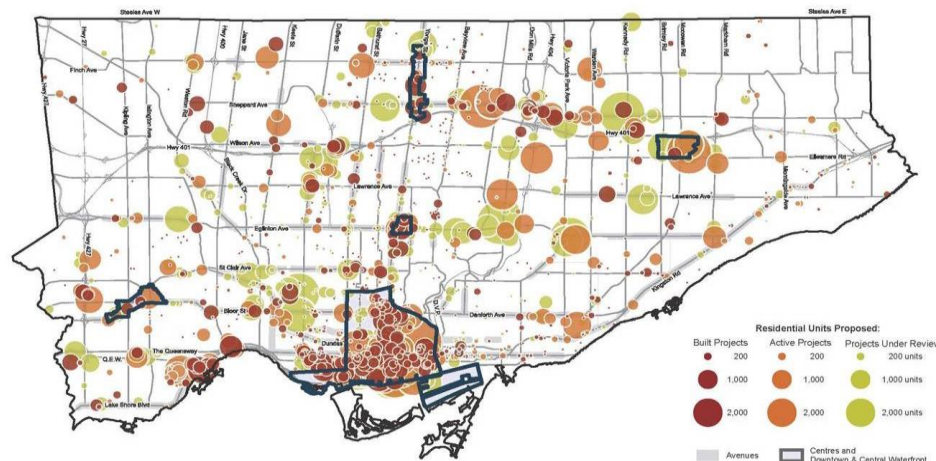
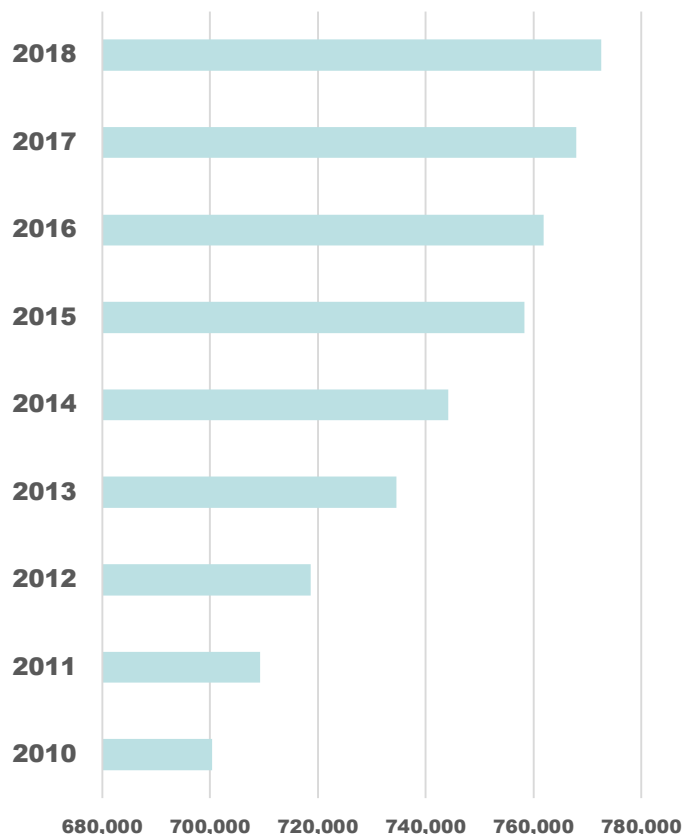
HI5: End of Serviceable Life

System Access & Service

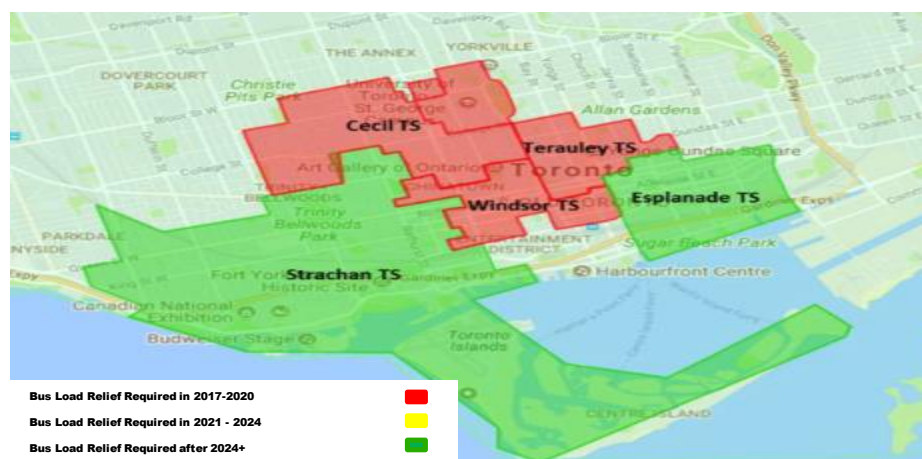
The Growing City & System – Load Demand, Customer Connections, Stations Expansion



Customers

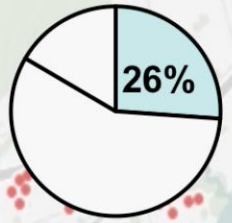


Source: Toronto City Planning Division, Research and Information, September 2016



System Access & Service

The Growing City & System — Generation Connections

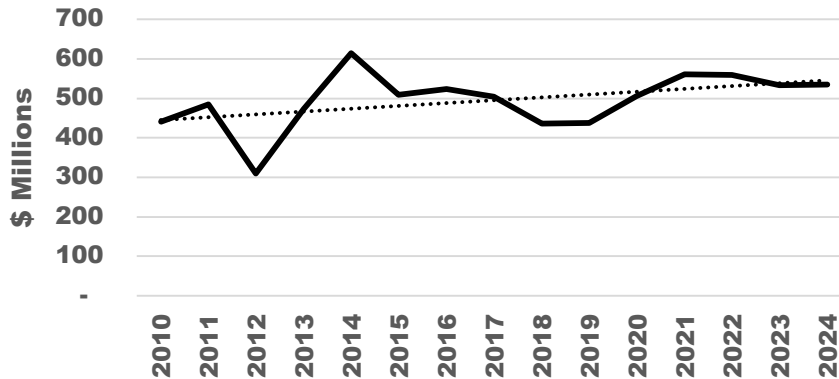


**< 100
locations
in 2007**

**1,700
locations
in 2017**

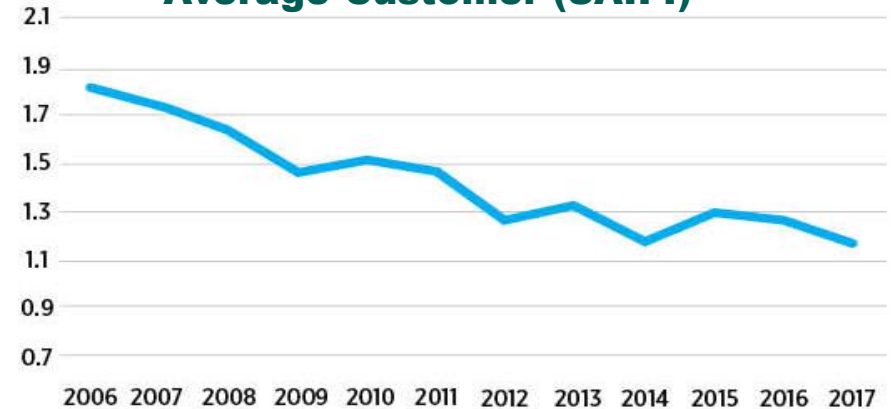
Capital Investment Plan: Summary

Total Capital Expenditures*



*All figures are inflation adjusted. Adjusted using annual OEB inflation prescribed value

Number of Outages for the Average Customer (SAIFI)



*Excludes Loss of Supply from Hydro One and Major Event Days

**Balanced
Plan**

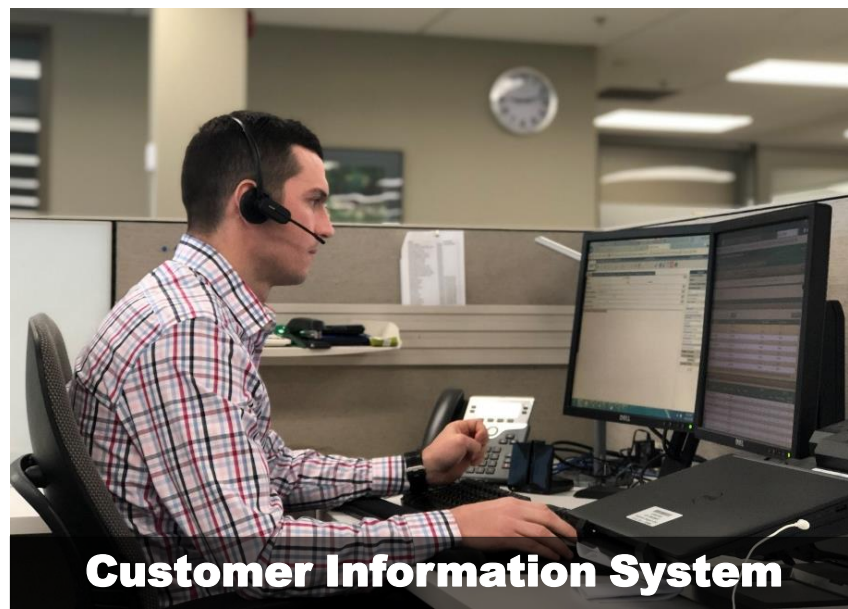
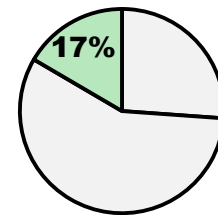
**Engineering based
Asset Condition
Assessment**

**Stay the course:
Renewal & Growth**

General Plant & Field Operations



General Plant: Information Technology



RUN

**Upgrades of systems to
maintain business
capabilities**



GROW

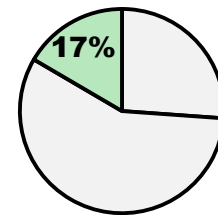
**System enhancements to
capture new business
capabilities**



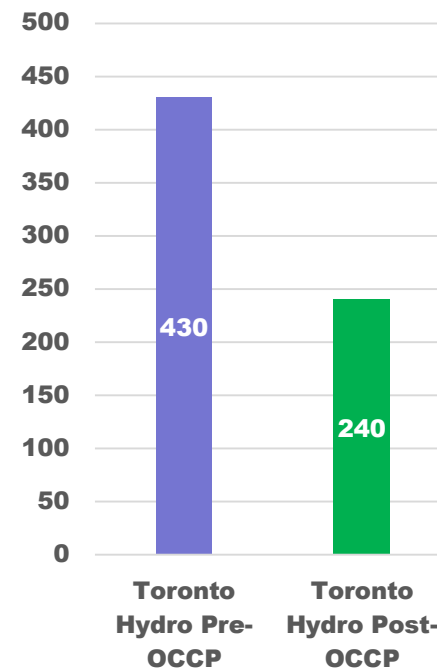
TRANSFORM

**Systems to drive
new business
capabilities**

General Plant: Facilities & Fleet

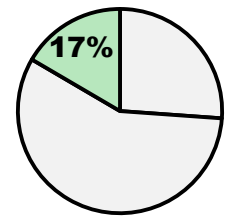


**Space Utilization
Per Employee
(2015-2019)
(Sq. Ft.)**



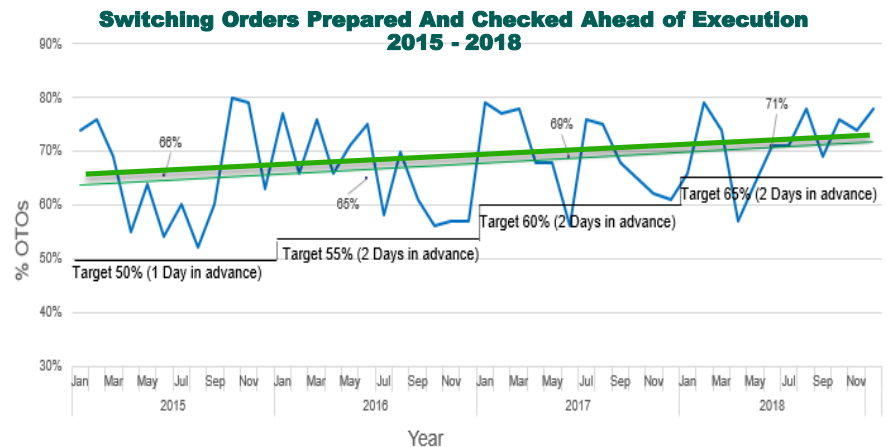
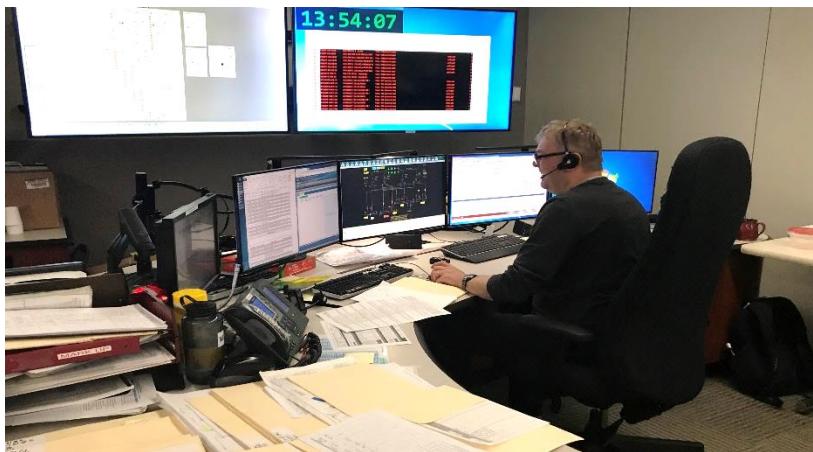
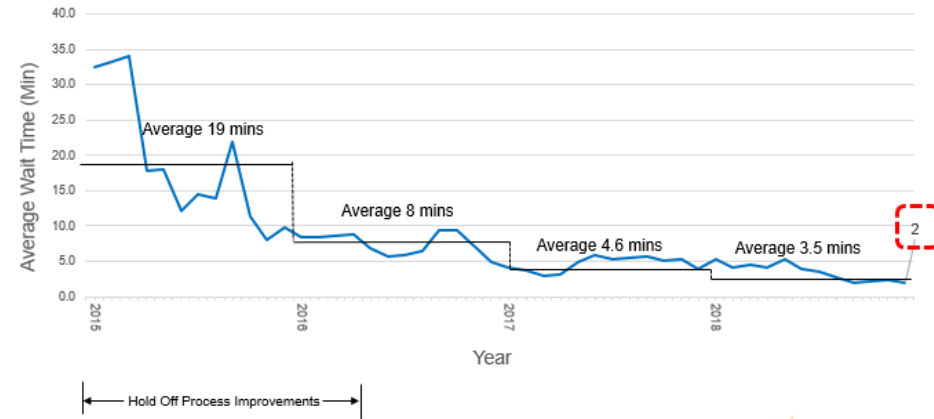
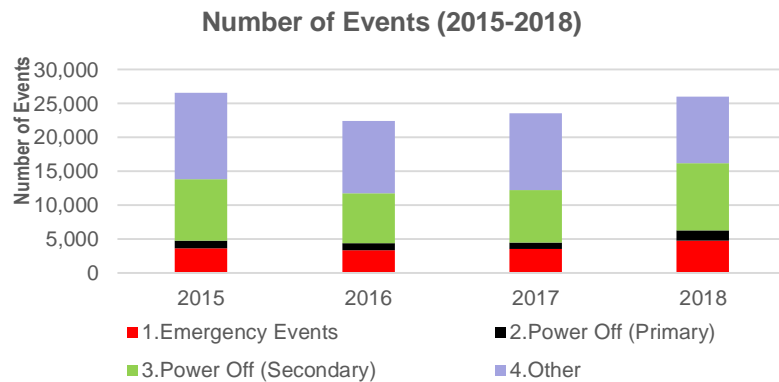
**OCCP is Operating Centres
Consolidating Program**

General Plant: Control Room



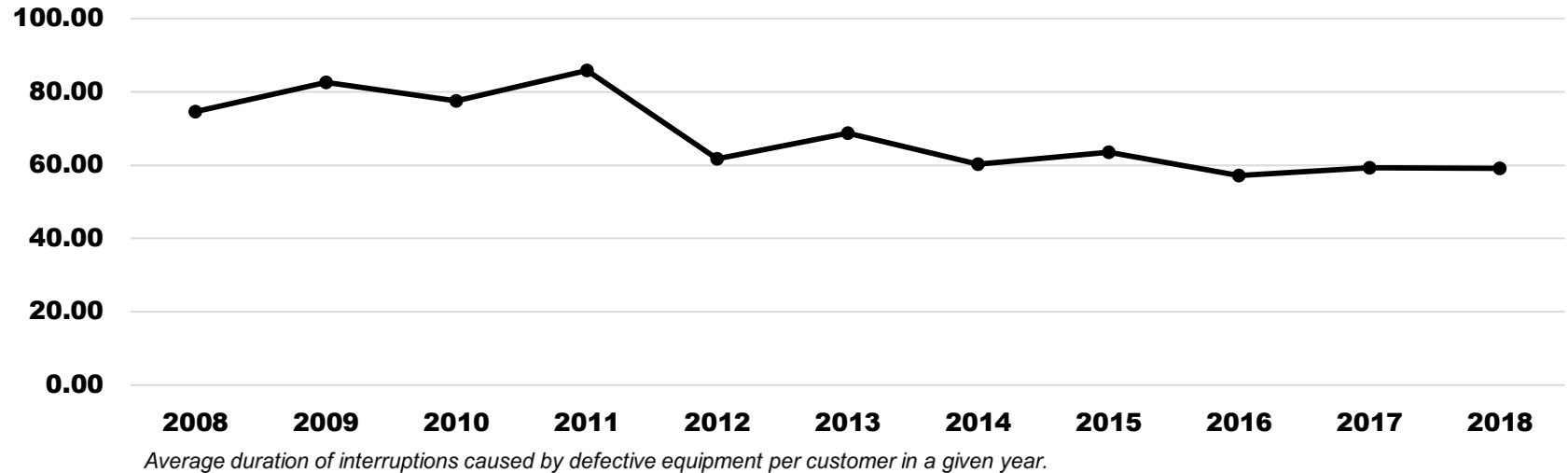
On average, 7% of the approximately 26,000 emergency events across all four categories experienced in 2018 were attributable to 5 Major Event Days in the same year.

Average Wait time for Planned Hold-Offs for Toronto Hydro and Contractors 2015 - 2018



Field Operations: Challenges

Average Duration of Outages (SAIDI)



Productivity

**CAPITAL INVESTMENTS
DELIVERED AT
MARKET RATES**

82% +

**10 OF 11 UNIT COST
CATEGORIES UMS
BENCHMARKING STUDY**

**2ND
QUARTILE**

**TORONTO HYDRO
ESTIMATED SAVINGS
1999-2015**

\$2B

~\$150M



Field Operations: Successes

2015-2019

Advance work methods and scheduling

Safety and attendance performance

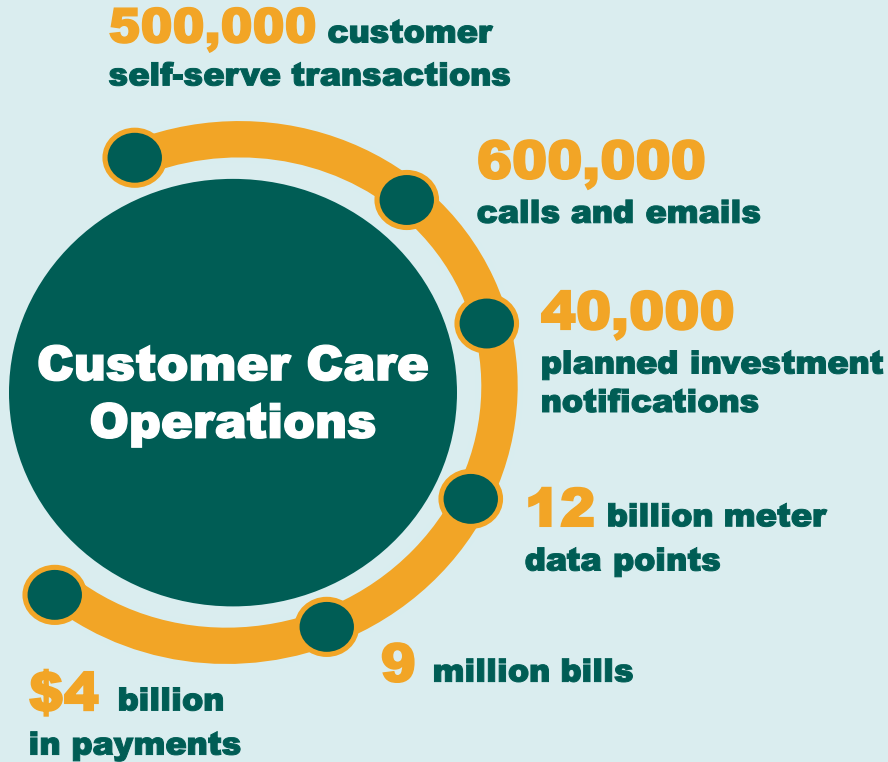
Strategic mix of internal and external resources

Timely resource recruitment from trades and technical groups

Training and development




Customer Services



Customer Services:

Customer Operations Communications


INVESTING IN YOUR NEIGHBOURHOOD 

REMINDER: IMPORTANT NOTICE

PROJECT: Hammersmith Phase 5	PROJECT INFORMATION #: X18249/X18390	
WARD: 32 – Beaches-East York	ACTIVITY: Overhead Electrical Upgrade	EXPECTED PROJECT TIMELINE: June 2018 – December 2018

Toronto Hydro's approved contractor **Entera** will begin work in your neighbourhood within the next few weeks. Crews will be rebuilding the aging overhead electrical system in your community to help improve service reliability. The rebuild includes **upgrading overhead electrical cables and replacing hydro poles** on city-owned property near your lot.

WORK AREA:
The boundaries include **Columbine Avenue** (north), **Ashbridges Bay Park Road** (south), **Hammersmith Avenue** (east), and **Coxwell Avenue** (west).



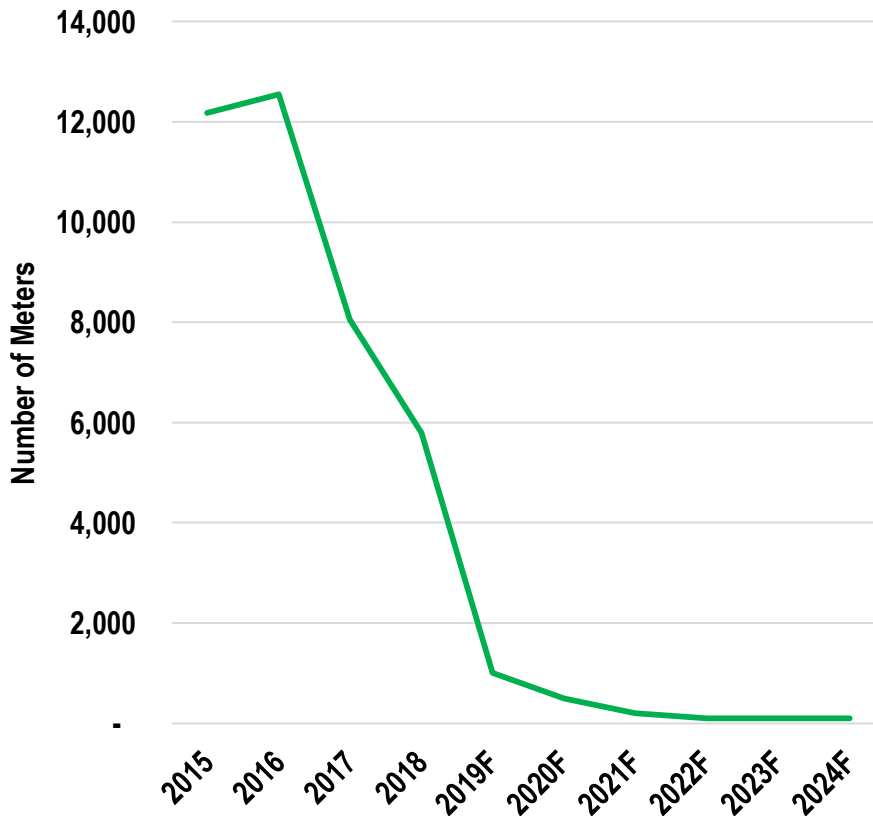
NEED MORE INFORMATION?
If you have any questions about the upcoming work, please contact our Customer Operations Representative, and quote Project Information # **X18390/X18249**.

Thank you for your patience and cooperation as we work to improve service reliability in your neighbourhood.

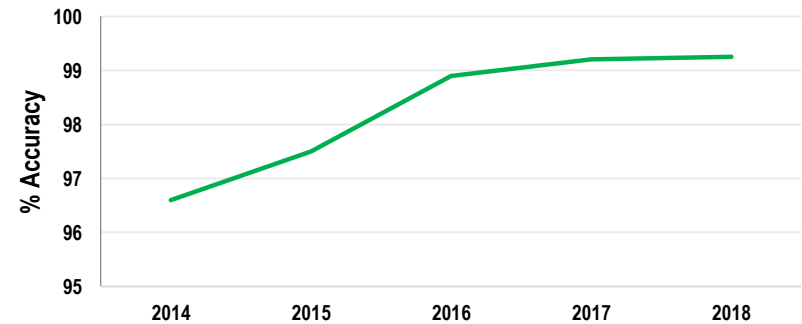


Customer Services: Impact of Investments

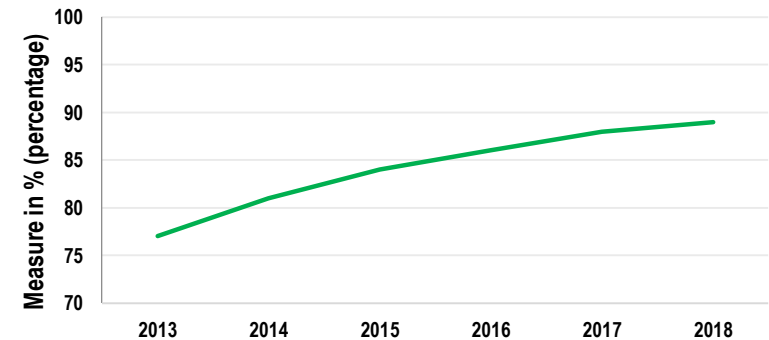
Meters Read Manually



Billing Accuracy



First Contact Resolution



Customer Services: Key Projects

My TorontoHydro > Toronto Hydro Moving Assistant

Toronto Hydro Moving Assistant

Welcome to the Toronto Hydro Moving Assistant

Toronto Hydro's online move assistant will help you process your move quickly and easily.

When transferring an account to a new address, an Account Set-up Charge/Change of Occupancy Charge of \$35.00 will be applied to the first bill for the new address. This charge is approved by our regulator, the Ontario Energy Board and covers the cost of opening/transferring an account, obtaining the meter reading and amending records.

There are 5 steps in the Toronto Hydro Moving Process. Be prepared with the information required for each step:

Step 1: Enter Move Type
Tell us if you are moving within Toronto or out of Toronto.

Step 2: Enter Contact Information
Validate your phone number and email address.

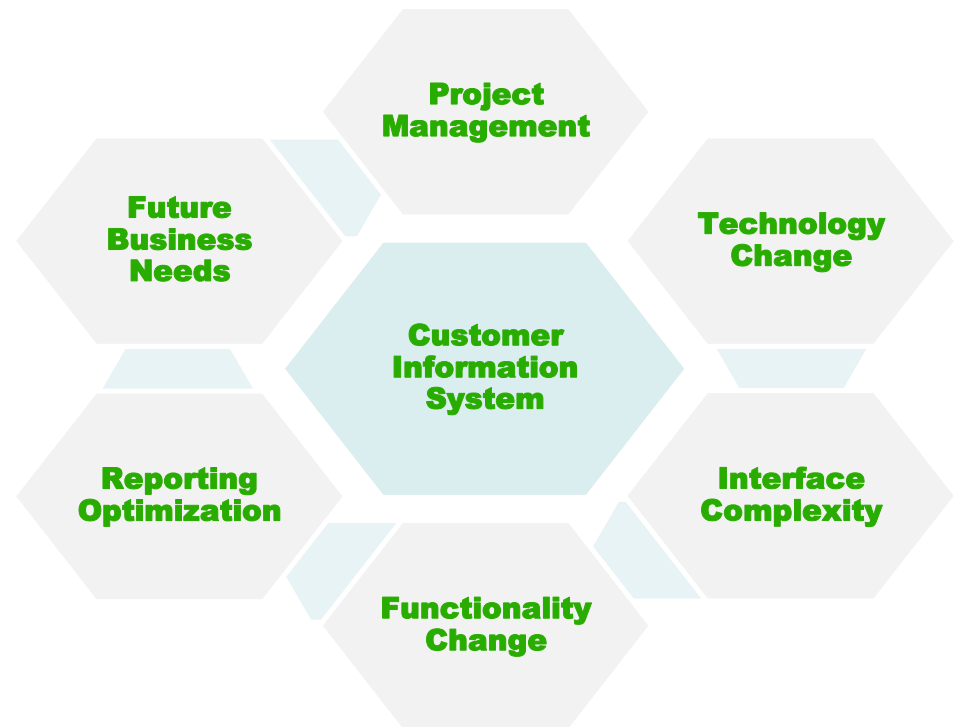
Step 3: Enter Move Details
Enter details related to your move.

Step 4: Review Your Move
Verify and submit your move.

Step 5: Email Confirmation
An email confirmation message will be sent with the details of your move request for your records.

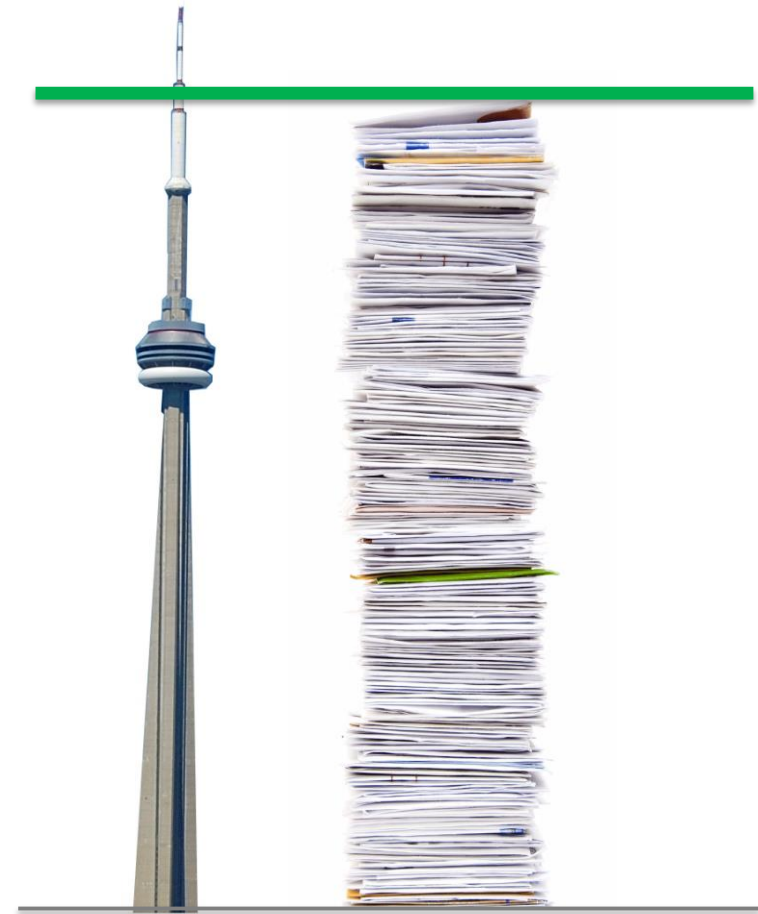
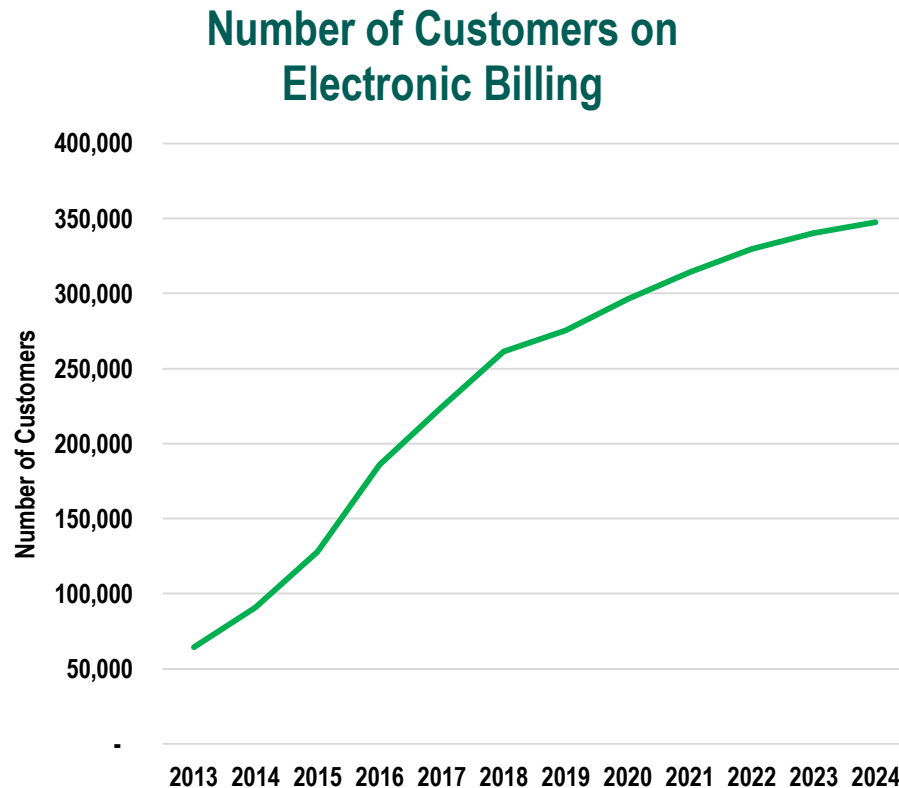
[Start Move](#) [Cancel](#)

Renewal of customer self-service website



Upgrading our Customer Information System

Customer Services: Key Projects



Paper savings equal to 90% of CN Tower Height

Customer Services: Summary



Thank You

