**OEB Staff Undertaking Request – Customer Care OM&A**

**Hydro One Tx**

**EB-2019-0082**

**August 13, 2019**

***In OEB IR # 188 (Exhibit I, Tab 1, Schedule 188) OEB staff asked:***

OEB staff asked Hydro One to explain the differential between the 2018 “Plan” and “Actual” levels, related to Customer Care OM&A in Exhibit F Tab 1, Schedule 6, Page 2, Table 1.

***In this IRR Hydro One responded:***

“A section of Corporate Affairs, which dealt largely with customer surveys, was reorganized into the Customer Service department.

The department that was added to Customer Service focused primarily on large transmission customers and customer surveys. The addition of this department to Customer Service resulted in additional costs for Customer Service, with offsetting reductions in Corporate Affairs. Additional reductions have been achieved in Corporate Affairs as a result of efforts to contain Outsourcing costs.”

***OEB staff follow-up questions are as follows:***

1. Customer Care OM&A is expected to increase by $3.6 million to $7.5 million in 2020 versus 2018 plan of $3.9 million, or 92.3%. Can this increase be largely explained by Hydro One’s statement that in the IRR that “a section of Corporate Affairs, which dealt largely with customer surveys, was reorganized into the Customer Service department?” If this is not the case, please explain.
2. Regarding “Corporate Affairs OM&A”, OEB staff notes that Exhibit F, Tab 1, Schedule 6, Page 2, Table 2, shows a decrease of $3.1 million, or 38.3%, to $5.0 million in 2020, versus 2018 plan of $8.1 million.

Please confirm that the 2020 OM&A relating to “Corporate Affairs” of $5.0 million is included in the “Common Corporate Costs and Other Costs” amount of $30.3 million in Exhibit F Tab 1 Schedule 1 Page 3 “Table 1: Summary of Transmission OM&A Expenditures ($ millions).” If this is not the case, please explain.