

**VECC INTERROGATORY # 14**

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**Reference:**

Exhibit A/T2/S1, pages 8-10  
 OEB Electricity Reporting and Record Keeping Requirements (RRR)

**Interrogatory:**

- a) If available, please update Table 4 to include 2018 (either all or as much of the year as information for both utilities is available).
- b) With respect to Table 4, please provide the contribution to the reliability metrics for HONI and PDI for the following cause codes:
  - Scheduled Outages
  - Tree Contacts
  - Defective Equipment
- c) Please provide a table similar to Table 4 but that contrasts the performance of the two utilities with respect to the Service Quality metrics as reported in accordance with the Electricity RRR, Section 2.1.4.1.

**Response:**

- a) Please find the updated table below.

|                          | 2014      |      | 2015      |      | 2016      |      | 2017      |      | 2018      |      |
|--------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
|                          | Hydro One | PDI  | Hydro One | PDI  | Hydro One | PDI  | Hydro One | PDI  | Hydro One | PDI  |
| <b>Duration (SAIDI)</b>  | 5.35      | 0.90 | 5.78      | 3.59 | 2.09      | 2.01 | 3.72      | 2.22 | 1.71      | 2.16 |
| <b>Frequency (SAIFI)</b> | 2.01      | 0.83 | 1.94      | 2.81 | 0.89      | 2.34 | 1.18      | 2.53 | 0.84      | 1.92 |

- b) The following table stratifies the overall reliability metrics excluding loss of supply for PDI and Hydro One provided in Table 4 by the cause codes - scheduled outages, tree contacts and defective equipment.

|   | 2014 |      | 2015 |      | 2016 |      | 2017 |      | 2018 |      |
|---|------|------|------|------|------|------|------|------|------|------|
|   | HONI | PDI  | HONI | PDI  | HONI | PDI  | HONI | PDI  | HONI | PDI  |
| <b>Duration (SAIDI)</b>                 | 5.35 | 0.90 | 5.78 | 3.59 | 2.09 | 2.01 | 3.72 | 2.22 | 1.71 | 2.16 |
| <b>Frequency (SAIFI)</b>                | 2.01 | 0.83 | 1.94 | 2.81 | 0.89 | 2.34 | 1.18 | 2.53 | 0.84 | 1.92 |
| <b>Scheduled Outages Contribution</b>   |      |      |      |      |      |      |      |      |      |      |
| <b>Duration (SAIDI)</b>                 | 3.21 | 0.59 | 1.23 | 0.68 | 0.28 | 0.43 | 1.35 | 0.28 | 0.23 | 0.46 |
| <b>Frequency (SAIFI)</b>                | 1.35 | 0.33 | 0.45 | 0.20 | 0.19 | 0.15 | 0.39 | 0.09 | 0.15 | 0.16 |
| <b>Tree Contacts Contribution</b>       |      |      |      |      |      |      |      |      |      |      |
| <b>Duration (SAIDI)</b>                 | 1.45 | 0.01 | 0.56 | 0.29 | 0.79 | 0.11 | 1.09 | 0.07 | 0.22 | 0.09 |
| <b>Frequency (SAIFI)</b>                | 0.35 | 0.00 | 0.28 | 0.27 | 0.29 | 0.12 | 0.43 | 0.05 | 0.10 | 0.12 |
| <b>Defective Equipment Contribution</b> |      |      |      |      |      |      |      |      |      |      |
| <b>Duration (SAIDI)</b>                 | 0.26 | 0.27 | 2.22 | 0.54 | 0.93 | 0.62 | 1.10 | 0.46 | 0.52 | 0.61 |
| <b>Frequency (SAIFI)</b>                | 0.13 | 0.83 | 0.57 | 2.81 | 0.31 | 2.34 | 0.20 | 2.26 | 0.23 | 0.66 |

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c) The following statistics are as documented by the OEB through the annual OEB Yearbook for the years 2014 through to 2017. Please note that the data provided compares PDI, a largely urban utility, against all of Hydro One, a predominantly rural utility. The regional granularity provided for the comparison of SAIDI and SAIFI in Table 3 is not readily available for these other metrics.

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**Unitized Statistics and Service Quality Requirements**

|   | 2014      |        | 2015      |        | 2016      |        | 2017      |        |
|---|-----------|--------|-----------|--------|-----------|--------|-----------|--------|
|   | Hydro One | PDI    | Hydro One | PDI    | Hydro One | PDI    | Hydro One | PDI    |
| Low Voltage Connections<br>(OEB Min. Standard: 90%)           | 97.40     | 99.10  | 97.50     | 98.80  | 98.60     | 97.00  | 98.06     | 97.52  |
| High Voltage Connections<br>(OEB Min. Standard: 90%)          | 100.00    | 100.00 | N/A       | 100/00 | N/A       | 100.00 | N/A       | 100.00 |
| Telephone Accessibility<br>(OEB Min. Standard: 65%)           | 69.60     | 76.50  | 76.40     | 81.80  | 74.20     | 84.60  | 81.85     | 90.42  |
| Appointments Met<br>(OEB Min. Standard: 90%)                  | 99.30     | 99.60  | 98.50     | 99.50  | 99.50     | 99.60  | 98.94     | 99.90  |
| Written Response to Enquiries<br>(OEB Min. Standard: 80%)     | 100.00    | 99.30  | 100.00    | 100.00 | 100.00    | 100.00 | 100.00    | 100.00 |
| Emergency Urban Response<br>(OEB Min. Standard: 80%)          | N/A       | 85.70  | N/A       | 87.50  | N/A       | 100.00 | N/A       | 100.00 |
| Emergency Rural Response<br>(OEB Min. Standard: 80%)          | 81.10     | N/A    | 76.30     | N/A    | 75.30     | N/A    | 77.28     | N/A    |
| Telephone Call Abandon Rate<br>(OEB Standard: not exceed 10%) | 4.70      | 1.90   | 2.10      | 1.50   | 2.70      | 1.30   | 2.14      | 0.75   |
| Appointments Scheduling<br>(OEB Min. Standard: 90%)           | 99.30     | 94.50  | 98.50     | 90.50  | 99.50     | 93.60  | 98.96     | 90.09  |
| Rescheduling a Missed   | 95.10     | 93.30  | 96.20     | 99.70  | 98.50     | 100.00 | 99.65     | 100.00 |

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Exhibit I

Tab 4

Schedule 14

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|  |        |        |       |        |       |        |       |        |
|--|--------|--------|-------|--------|-------|--------|-------|--------|
| Appointment<br>(OEB Standard:<br>100%)   |        |        |       |        |       |        |       |        |
| Reconnection<br>Performance<br>Standards<br>(OEB Min.<br>Standard: 85%)                        | 95.70  | 100.00 | 98.10 | 99.90  | 98.50 | 100.00 | 98.19 | 100.00 |
| New Micro-<br>embedded<br>Generation<br>Facilities<br>Connected<br>(OEB Min.<br>Standard: 90%) | 100.00 | 100.00 | 99.78 | 100.00 | 99.22 | 85.00  | 99.77 | 95.24  |
| Billing<br>Accuracy<br>(OEB Min.<br>Standard: 98%)   | 94.63  | 99.74  | 98.59 | 99.25  | 99.04 | 99.78  | 99.28 | 99.51  |