

VECC INTERROGATORY # 13

Reference:

Exhibit A/Tab 2/Schedule 1, pages 8-11
 EB-2016-0276, Exhibit I, Tab 3, Schedule 17
 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 OPDC for the following cause codes for the years 2016-2018:
 - Scheduled Outages
 - Tree Contacts
 - Defective Equipment
- c) Please update the response to EB-2016-0276, Exhibit I, Tab 3, Schedule 17, part c) to include 2016 to 2018.

Response:

a)

	2014		2015		2016		2017		2018	
	Hydro One	Orillia Power								
Duration (SAIDI)	0.76	2.15	4.08	1.06	2.77	0.52	5.73	3.63	2.07	1.43
Frequency (SAIFI)	0.39	1.28	1.33	2.44	0.84	1.10	1.59	0.92	0.81	1.50

- b) The following table stratifies the overall reliability metrics excluding loss of supply for OPDC and Hydro One provided in Table 3 by the cause codes - scheduled outages, tree contacts and defective equipment.

	2014		2015		2016		2017		2018	
	HONI	OPDC								
Duration (SAIDI)	0.76	2.15	4.08	1.06	2.77	0.52	5.73	3.63	2.07	1.43
Frequency (SAIFI)	0.39	1.28	1.33	2.44	0.84	1.10	1.59	0.92	0.81	1.50
Scheduled Outages Contribution										
Duration (SAIDI)	0.19	0.04	0.93	0.02	0.00	0.22	1.43	0.18	0.01	0.06
Frequency (SAIFI)	0.10	0.05	0.32	0.02	0.01	0.08	0.39	0.08	0.00	0.04
Tree Contacts Contribution										
Duration (SAIDI)	0.02	0.13	0.93	0.01	2.25	0.02	3.38	0.00	1.82	0.10
Frequency (SAIFI)	0.01	0.01	0.39	0.00	0.71	0.02	0.80	0.00	0.69	0.08
Defective Equipment Contribution										
Duration (SAIDI)	0.04	0.10	0.00	0.92	0.51	0.04	0.89	0.86	0.23	0.10
Frequency (SAIFI)	0.01	0.21	0.00	2.11	0.13	0.04	0.35	0.35	0.11	0.08

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 2 c) The following statistics are as documented by the OEB through the annual OEB
 3 Yearbook for the years 2016 and 2017. Please note that the 2018 Yearbook has not been
 4 published yet by the OEB. Additionally, please note that the data provided compares
 5 OPDC, a largely urban utility, against all of Hydro One, a predominantly rural utility.
 6 The regional granularity provided for the comparison of SAIDI and SAIFI in Table 3 is
 7 not readily available for these other metrics.

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Unitized Statistics and Service Quality Requirements

	2016		2017	
	Hydro One	OPDC	Hydro One	OPDC
Low Voltage Connections (OEB Min. Standard: 90%)	98.60	100.00	98.06	100.00
High Voltage Connections (OEB Min. Standard: 90%)	N/A	100.00	N/A	100.00
Telephone Accessibility (OEB Min. Standard: 65%)	74.20	96.60	81.85	97.43
Appointments Met (OEB Min. Standard: 90%)	99.50	100.00	98.94	100.00
Written Response to Enquiries (OEB Min. Standard: 80%)	100.00	100.00	100.00	100.00
Emergency Urban Response (OEB Min. Standard: 80%)	N/A	100.00	N/A	100.00
Emergency Rural Response (OEB Min. Standard: 80%)	75.30	N/A	77.28	N/A
Telephone Call Abandon Rate (OEB Standard: not exceed 10%)	2.70	0.10	2.14	0.03
Appointments Scheduling (OEB Min. Standard: 90%)	99.50	97.00	98.96	97.72
Rescheduling a Missed Appointment (OEB Standard: 100%)	98.50	N/A	99.65	N/A
Reconnection Performance Standards (OEB Min. Standard: 85%)	98.50	100.00	98.19	100.00
New Micro-embedded Generation Facilities Connected (OEB Min. Standard: 90%)	99.22	100.00	99.77	100.00
Billing Accuracy (OEB Min. Standard: 98%)	99.04	99.98	99.28	99.98