

1 **INTERROGATORY RESPONSE - VECC-1**

2 **1.0-VECC-1**

3 **EXHIBIT REFERENCE:**

4 **Exhibit 1, Tab 1, Schedule 4, page 10**

6 **SUBJECT AREA: Conditions of Service**

8 a) Please explain what changes were made with respect to methods of payment in  
9 (section 2.4.6.1) of the Conditions of service

11 b) Please explain what changes were made to section 2.6.1 of the Conditions of  
12 Service - customer rate classification.

14 **RESPONSE:**

16 a) In its April 1, 2017 update to its Conditions of Service, Hydro Ottawa added the following  
17 new subsection to correspond with the payment options that were already being offered  
18 at the time, which corresponded to the information available on its website:

20 ***"2.4.6.1 Methods of Payment***

21 *Hydro Ottawa accepts electricity bill payments from Customers in the following methods:*

- 22 *a. Automated payments including Pre-Authorized Payment and Equal Monthly*
- 23 *Payment Plan;*
- 24 *b. At most Canadian financial institutions;*
- 25 *c. Credit card either online or by telephone through an approved credit card*
- 26 *payment provider;*
- 27 *d. Mailing a cheque or money order;*
- 28 *e. Western Union's Bill Payment service.*

29 *For more information, visit [www.hydroottawa.com/pay](http://www.hydroottawa.com/pay).*

1 b) In its April 1, 2017 update to its Conditions of Service, Hydro Ottawa clarified and  
2 updated criteria in determining customer rate classifications. In the excerpt below, the  
3 removed language has a strikethrough, and the newly added language is underlined:

4  
5 ***“2.6 Customer Rate Classification and Designation***

6 *New and existing Customers are classified according to the intended use of the Premise.*

7 *~~For Commercial Customers, the Rate classification will be determined based on the~~*  
8 *~~actual or estimated annual electricity usage or Billing Demand.~~ The new Customer Rate*

9 *classification for Commercial Customers will be determined based on estimated annual*

10 *electricity usage or Billing Demand unless the Customer provides specific written*

11 *direction and supporting documentation for a different Rate classification for*

12 *consideration by Hydro Ottawa. The Rate classification is independent of the Service*

13 *construction, potential electricity usage or specific Service Costs discussed in Section*

14 *3.0 and Appendix G.”*

**INTERROGATORY RESPONSE - VECC-2**

**1.0-VECC-2**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 8, page 29**

**SUBJECT AREA: Bill Impacts**

- a) Please update Table 11 – Summary of Bill Impacts for any changes made as a result of the interrogatory responses.

**RESPONSE:**

- a) Please refer to the response provided in interrogatory OEB-38.

**INTERROGATORY RESPONSE - VECC-3**

**1.0-VECC-3**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 9**

**SUBJECT AREA: Distribution System Plan**

a) HOL commissioned a formal distribution system climate risk and vulnerability assessment. What is the incremental cost (operating and capital separately) that the Utility estimates that storm hardening has added to the cost of service?

**RESPONSE:**

a) There are currently no quantified capital expenditures or incremental operating costs associated with the recommendations that will be implemented. Please see the response to interrogatory OEB-111 for further details.



**INTERROGATORY RESPONSE - VECC-4**

**1.0-VECC-4**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, page 15-16**

**SUBJECT AREA: Custom Incentive Rate-Setting Framework**

a) Please explain (show) how the column marked "Adjusted GDP-IPI" is calculated.

**RESPONSE:**

a) Please refer to the response provided in part (d) of interrogatory OEB-5.

## INTERROGATORY RESPONSE - VECC-5

### 1.0-VECC-5

#### EXHIBIT REFERENCE:

**Exhibit 1, Tab 1, Schedule 10, page 15-16**

#### SUBJECT AREA: Custom Incentive Rate-Setting Framework

a) Please calculate the inflation factor based on the Board's recommended 0.7 GDP and 0.3 AWE weightings.

b) Please provide the same as (a) but using the historical period 2013 through 2019.

#### RESPONSE:

a) The inflation factor based on the OEB's recommended 0.7 GDP and 0.3 AWE weighting would be 2.18%. The adjusted calculations can be found in Tables A, B, and C below for 2017-2025.

**Table A – 2017-2025 GDP-IPI (FDD) Index Adjusted for 0.7 Weighting**

Year	GDP-IPI	OEB Non-Labour Weighting	Adjusted GDP-IPI
2017	2.50%	70%	1.75%
2018	1.67%	70%	1.17%
2019	1.19%	70%	0.83%
2020	2.33%	70%	1.63%
2021	2.11%	70%	1.48%
2022	2.10%	70%	1.47%
2023	2.07%	70%	1.45%
2024	2.07%	70%	1.45%
2025	2.07%	70%	1.45%

1

**Table B – 2017-2025 AWE (Ontario) Index Adjusted for 0.3 Weighting**

Year	AWE	OEB Labour Weighting	Adjusted AWE
2017	0.82%	30%	0.25%
2018	3.40%	30%	1.02%
2019	2.61%	30%	0.78%
2020	2.77%	30%	0.83%
2021	2.75%	30%	0.83%
2022	2.72%	30%	0.82%
2023	2.71%	30%	0.81%
2024	2.71%	30%	0.81%
2025	2.71%	30%	0.81%

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**Table C – Adjusted GDP(70%)/AWE(30%) Split (2017-2025)**

Year	GDP-IPI (70%)	AWE (30%)	Total
2017	1.75%	0.25%	2.00%
2018	1.17%	1.02%	2.19%
2019	0.83%	0.78%	1.61%
2020	1.63%	0.83%	2.46%
2021	1.48%	0.83%	2.31%
2022	1.47%	0.82%	2.29%
2023	1.45%	0.81%	2.26%
2024	1.45%	0.81%	2.26%
2025	1.45%	0.81%	2.26%
<b>2017-2025 Average</b>	<b>1.41%</b>	<b>0.77%</b>	<b>2.18%</b>

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6

b) Hydro Ottawa only has the data from 2017 to 2025.

## INTERROGATORY RESPONSE - VECC-6

### 1.0-VECC-6

#### EXHIBIT REFERENCE:

**Exhibit 1, Tab 1, Schedule 10, page 15-16**

#### SUBJECT AREA: Custom Incentive Rate-Setting Framework

a) What evidence has HOL provided which shows the accuracy of prior Conference Board of Canada inflation forecasts?

b) What was the date of the Conference Board forecast? Was it pre or post the recent large decline in oil prices and economic downturn caused by the Covid-19 pandemic?

c) Given the economic uncertainties due to ongoing pandemic why would it not be preferable to annually update the inflation factor, as for example, was recently approved for Hydro One Networks (EB-2019-0082, Decision April 23, 2020)?

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#### RESPONSE:

a) Hydro Ottawa has not provided specific evidence to show the accuracy of prior Conference Board of Canada inflation forecasts. Hydro Ottawa relies on the fact that the Conference Board of Canada has been an expert for over 65 years in gathering data and researching many variables that allow them to provide reasonable forecasts in areas such as inflation. Many reputable organizations have and continue to rely on these forecasts. Below is a list of a few examples of such organizations:

- Elenchus Research Associates - *Corporate Governance for Regulated Natural Gas and Electricity Utilities* (report prepared for the OEB);<sup>1</sup>

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<sup>1</sup> Elenchus Research Associates, *Corporate Governance for Regulated Natural Gas and Electricity Utilities*, (December 19, 2016), page 38.

- 1           • Ontario Energy Board - Activity and Program Based Benchmarking initiative;<sup>2</sup>
- 2           • Ministry of Finance - *Toward 2025: Assessing Ontario's Long-Term Outlook*;<sup>3</sup> and
- 3           • Ministry of Finance - *Ontario's Long-Term Report on the Economy*.<sup>4</sup>

4

5           In addition, Hydro Ottawa used the same inflation forecast dataset that was used by

6           Clearspring Energy Advisors for purposes of the total cost benchmarking study that

7           serves as a key input into this Application. A copy of this study is available in Attachment

8           1-1-12(A): Econometric Benchmarking Study of Hydro Ottawa's Total Cost and

9           Reliability.

10

11          b) Hydro Ottawa used a forecast provided by the Conference Board of Canada dated May

12           9, 2019. This data was obtained prior to the filing of Hydro Ottawa's rate application on

13           February 10, 2020, which likewise preceded the national economic downturn caused by

14           the COVID-19 pandemic.

15

16          c) As noted in part (b) above, Hydro Ottawa's Application was submitted on February 10,

17           2020. This means that the utility's plans were developed well in advance of the onset of

18           the COVID-19 pandemic. Hydro Ottawa acknowledges the economic uncertainty brought

19           about by the pandemic. However, at this time, there is not enough information or

20           analysis to accurately forecast what the impacts for the 2021-2025 timeframe may be.

21           For additional discussion on COVID-19 and its implications, please see the response to

22           interrogatory SEC-1.

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23       <sup>2</sup> Ontario Energy Board, Activity and Program Based Benchmarking - OEB Staff Presentation - Working Group

24       Workshop #2, EB-2018-0278 (October 29, 2018), Slide 11.

25       <sup>3</sup> Ontario Ministry of Finance, *Toward 2025: Assessing Ontario's Long-Term Outlook* (2005), pages vi, 17, 49-52, 63,

26       72, 76, 78, 87, and 113.

27       <sup>4</sup> Ontario Ministry of Finance, *Ontario's Long-Term Report on the Economy* (2017), pages 64, 69, and 155.

**INTERROGATORY RESPONSE - VECC-7**

**1.0-VECC-7**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, page 19**

**SUBJECT AREA: Custom Incentive Rate-Setting Framework**

a) Other than removing capital projects in order to improve the results of the benchmarking and lower the resulting stretch factor, what analysis did HOL undertake to “normalize” its capital spending for the purpose of calculating a stretch factor for the CPEF formula. Please provide any such report.

**RESPONSE:**

a) Hydro Ottawa did not “normalize” its capital expenditure forecast for the 2021-2025 period by any factor and, as such, has not prepared a report or study in this area.

Please see part (a) of the response to interrogatory OEB-3 for additional information on the capital expenditure prioritization process undertaken by Hydro Ottawa and the savings achieved.

**INTERROGATORY RESPONSE - VECC-8**

**1.0-VECC-8**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 3, Schedule 12 – ClearSpring (*Exhibit 1, Tab 1, Schedule 12 – ClearSpring*)**

**SUBJECT AREA: Total Cost Benchmarking**

- a) With respect to Appendix 1 – the removal of large projects. Does Mr. Fenrick agree that it is methodologically sound to remove the programs as requested by HOL?
- b) If yes, can Mr. Fenrick provide references to other cases, before the Ontario Energy Board, where he has made similar adjustments?
- c) As pointed out in HOL's evidence of its new facilities a number of Ontario Utilities have similar "once in a generation " large building or transmission station investments. Presumably U.S. utilities would have similar unusually large investments from time to time. In determining the appropriate data for its model were these types of investments removed from the data base for all utilities?

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**RESPONSE:**

- a) Clearspring is basing its stretch factor recommendation based on the benchmarking analysis found in the main body of the report that includes the costs of these large projects. As Clearspring stated on page 34 of its report, "[t]he two alternative results with the investments excluded are for information-purposes only. Clearspring Energy's recommended stretch factor of 0.3% is based on the results that include all capital additions."

Hydro Ottawa requested Clearspring to answer the question, "What would the total cost benchmarking results be absent these projects?" The analysis properly answers

1           that specific question as requested by Hydro Ottawa.

2

3           b) Clearspring believes that this is the first time it has answered this type of question.

4

5           c) No, these types of large investments were not removed from the database for all  
6           utilities. Clearspring based its stretch factor recommendation on the total cost results,  
7           which had the costs of the projects included for Hydro Ottawa.



## INTERROGATORY RESPONSE - VECC-9

### 1.0-VECC-9

#### EXHIBIT REFERENCE:

**Exhibit 1, Tab 1, Schedule 10, page 20-21**

#### SUBJECT AREA: Custom Incentive Rate-Setting Framework

a) Re the CPEF, please explain why did HOL choose the period 2012 to 2020 for customer growth (whereas for example, the load growth forecast is 2013 to 2020) as per Exhibit 3, Tab 1, Schedule 1, Attachment C.

b) Please recalculate the growth rate using the period 2013 to 2025 - i.e. consistent with the evidence in Exhibit 3.

c) Please recalculate the growth rate using the period 2017-2025 – i.e. consistent with the inflation rate period adjustment calculation.

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#### RESPONSE:

a) Hydro Ottawa chose the 2012-2020 period so as to include as many years for which it had easily accessible data. This data was chosen in order to provide a more accurate picture of historical growth in the Ottawa area.

b) The compound annual growth rate using the period of 2013-2025 is 1.12%. The calculation can be found in Attachment VECC-9(A): 2013-2025 Compound Annual Growth Rate - Customer Count. As requested, the calculations were performed consistent with the Load Forecast figures presented in UPDATED Exhibit 3-1-1: Load Forecast. This differs from the calculations detailed in UPDATED Exhibit 1-1-10: Alignment with the Regulatory Renewed Framework, which used actual customer count to calculate the growth rate.

- 1 c) The compound annual growth rate using the period of 2017-2025 is 0.99%. The
- 2 calculation can be found in Attachment VECC-9(B): 2017-2025 Compound Annual
- 3 Growth Rate - Customer Count. Note that the calculations were performed consistent
- 4 with the Load Forecast figures, as noted in part (b) above.

**INTERROGATORY RESPONSE - VECC-10**

**1.0-VECC-10**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, pages 20-23**

**SUBJECT AREA: Custom Incentive Rate-Setting Framework**

- a) What analysis has HOL undertaken to understand the relationship between Ottawa region population growth and the Utility's growth in customers? For does HOL have an understanding of the changing portion of high density dwelling as compared to single home growth?
- b) What evidence has HOL provided that substantiates a 35% scaling factor for customer growth?

**RESPONSE:**

- a) Hydro Ottawa conducted a regression analysis between population growth in Ottawa and customer growth, and found that there was a significant correlation between them (i.e. with an R squared of 99.50%). Notwithstanding this strong correlation, Hydro Ottawa has used a conservative scaling factor in its calculation of the growth rate.

With respect to information related to the types of dwelling in the Ottawa area, Hydro Ottawa looks to data sources from the City of Ottawa. For example, in its response to part (c) of interrogatory ED-14, the utility cited growth projections being utilized by the City in conjunction with the preparation of an updated *Official Plan*. The specific dataset that is referenced in the corresponding footnote (i.e. Appendix 6) includes projections for the unit increases in four different categories of dwelling.<sup>1</sup>

<sup>1</sup> For more details, please see the following website: <https://engage.ottawa.ca/8204/widgets/36458/documents/33928>.

- 1      b) The evidence supporting a 0.35% scaling factor is provided in UPDATED Exhibit 1-1-10:
- 2          Alignment with the Renewed Regulatory Framework on pages 20-24. Please also see
- 3          the response to part (a) above.

**INTERROGATORY RESPONSE - VECC-11**

**1.0-VECC-11**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, pages 20-23**

**SUBJECT AREA: Custom Incentive Rate-Setting Framework**

a) HOL proposes to use a constant adjusted customer growth rate of .40% in its CPEF. Why would it not be preferable to adjust the growth rate in each year of the plan for the preceding year's actual customer attachments?

**RESPONSE:**

a) In its planning, Hydro Ottawa endeavoured to provide as much certainty as possible in its proposed rates for the entire 2021-2025 period. Not adjusting the customer growth factor (and other factors) on an annual basis provides more certainty. Furthermore, it helps to ensure the annual rate adjustment process is as mechanistic as possible, consistent with OEB policy.<sup>1</sup>

<sup>1</sup> Ontario Energy Board, *Handbook for Utility Rate Applications* (October 13, 2016), page 26: "After the rates are set as part of the Custom IR application, the OEB expects there to be no further rate applications for annual updates within the five-year term, unless there are exceptional circumstances, with the exception of the clearance of established deferral and variance accounts."

## INTERROGATORY RESPONSE - VECC-12

### 1.0-VECC-12

#### EXHIBIT REFERENCE:

**Exhibit 1, Tab 1, Schedule 10, pages 27-28**

#### SUBJECT AREA: Earning Sharing Mechanism

a) What is the basis for choosing 150 basis points before earning sharing. Why is it not better to provide all the benefits of overearning to ratepayers?

b) In this rate plan is HOL committing to not adjust rates if earnings fall below 150 basis points?

c) Is the proposed 50/50 sharing above 150 basis points symmetrical? That is if HOL were to apply for a rate adjustment, including and Z-Factor application would 50% of any such proposal be borne by the shareholder? If not and customers are at risk for unforeseen costs that might otherwise causes low equity returns please explain how the current proposal with a Z-Factor is symmetrical and reasonable.

#### RESPONSE:

a) Hydro Ottawa believes that an Earnings Sharing Mechanism ("ESM"), with an appropriate deadband, is responsive to both customer and shareholder needs. It is also consistent with OEB policy.<sup>1</sup> Hydro Ottawa believes the proposal strikes an acceptable balance between protecting customers from excess earnings while continuing to improve productivity. Please also see the response to interrogatory OEB-8.

<sup>1</sup> Ontario Energy Board, *Report of the Board - Renewed Regulatory Framework for Electricity Distributors: A Performance-Based Approach* (October 18, 2012), page 11. "Each rate-setting method will include a trigger mechanism with an annual return on equity ("ROE") dead band of  $\pm 300$  basis points. When a distributor performs outside of this earnings dead band, a regulatory review may be initiated."

1 b) Hydro Ottawa is proposing a five-year cumulative ESM. Over the five-year term, the  
2 utility would track any overearning during the term on a cumulative basis, which could  
3 result in the reversal of previous amounts recorded in the 2021-2025 term. Hydro Ottawa  
4 is not suggesting adjustments to the proposed rates during the Custom IR term  
5 associated with the ESM regardless if earnings are above or below the proposed 150  
6 basis point threshold. Hydro Ottawa would still be held to OEB policy and processes  
7 related to earnings in excess of the 300 basis point deadband and would address the  
8 matter as part of its annual rate adjustment applications.<sup>2</sup>

9  
10 c) Hydro Ottawa is proposing a cumulative asymmetrical ESM and is proposing to share  
11 earnings that exceed a 150 basis point threshold above the utility's achieved return on  
12 equity ("ROE"). The proposed ESM formula would share earnings above 150 basis  
13 points 50/50 between ratepayers and the utility's shareholder. For more information  
14 regarding Hydro Ottawa's ESM proposal, please refer to a summary in UPDATED  
15 Exhibit 1-1-8: Executive Summary (pages 29-30) as well as to the detailed description in  
16 Exhibit 9-2-1: New Deferral and Variance Accounts (pages 6-8).

17  
18 If Hydro Ottawa submitted a Z factor application, it is unlikely that an approach would be  
19 taken in which the utility proposes that 50% of such a proposal be borne by the  
20 shareholder. A Z factor mechanism is intended to enable cost recovery of unforeseen  
21 events which cannot be reasonably anticipated. As such, the purpose is to fully recover  
22 costs associated with the unforeseen event. Hydro Ottawa has stated in its Application  
23 that it is proposing to reserve the right to use a Z factor cost recovery mechanism in the  
24 future. Should this be required, Hydro Ottawa would have to determine at that time the  
25 full extent of the proposal. As the use of a Z factor mechanism would likely be a rare  
26 occurrence, Hydro Ottawa feels that the risk that such costs would be borne by  
27 customers is low.

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28 <sup>2</sup> Ontario Energy Board, *Filing Requirements for Electricity Distribution Rate Applications - 2020 Edition for 2021 Rate*  
29 *Applications - Chapter 3 Incentive Rate-Setting Applications*, (May 14, 2020), pages 33-34.

- 1 Hydro Ottawa would include any revenue as a result of a Z factor mechanism in the year
- 2 it relates to, in order to assess if the cumulative ESM is greater than the proposed
- 3 deadband.



**INTERROGATORY RESPONSE - VECC-13**

**1.0-VECC-13**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, pages 28-29**

**SUBJECT AREA: Deferral and Variance Accounts**

a) HOL proposes a capital variance account with a sub-account for system access investments. Please confirm that variances in all accounts (i.e. including the system access sub-account) will be tracked on an annual basis, disposed of on a cumulative basis at the end of the rate plan period and on an asymmetrical basis (i.e. only capital variances resulting in credit to customers will be disposed of).

b) Is any special disposition or tracking attached to the sub-account for system access?

**RESPONSE:**

a) Please refer to section 2.2 of Exhibit 9-2-1: New Deferral and Variance Accounts where Hydro Ottawa is requesting to maintain Sub-account 1508 - related to Capital Additions<sup>1</sup>, with the modification to split System Access Capital Additions net of contributions into a separate Sub-account and to track this Sub-account on a symmetrical cumulative basis. Other than System Access Sub-account. Hydro Ottawa will record capital variances that result only in a credit to customers. The utility confirms that variances in all accounts (i.e. including the System Access Sub-account) will be tracked on an annual basis and will be disposed of on a cumulative basis at the end of the rate plan period.

b) Hydro Ottawa does not propose any special disposition nor tracking in relation to the System Access Sub-account.

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<sup>1</sup> At present, the account is named Sub-account 1508 - Revenue Requirement Differential Variance Account related to Capital Additions.

**INTERROGATORY RESPONSE - VECC-14**

**1.0-VECC-14**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, pages 28-29**

**SUBJECT AREA: Distribution System Plan**

a) Would HOL agree that in relative order of management's ability to control costs (least controllable to most) the investment categories would be in order:

1. System access (least able to control timing and costs);
2. System Service;
3. System Renewal;
4. General Plant (most able to control timing and costs).

If HOL disagrees with that order please correct and explain.

**RESPONSE:**

a) Hydro Ottawa partially agrees with the proposed order of management's ability to control cost. System Renewal should be ranked higher than System Service since it includes the Emergency Renewal Program, which could see increases due to unexpected events. Hydro Ottawa therefore ranks the investment categories in the following order:

1. System Access (least able to control timing and costs);
2. System Renewal;
3. System Service;
4. General Plant (most able to control timing and costs).

**INTERROGATORY RESPONSE - VECC-15**

**1.0-VECC-15**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, page 30/ Schedule 11**

**SUBJECT AREA: Custom Incentive Rate-Setting Framework**

a) How does meeting or failing to meet any KPI impact the Custom Price Escalation Factor (CPEF) for adjusting rates?

b) If the answer to (a) is "none" then please explain what financial penalties or benefits are associated with meeting or failing to meet any aspect of the proposed scorecard.

c) Do any prospective benchmarking results or metrics impact or alter the CPEF. If not please explain why such incentives (or disincentives) were not incorporated into the ratemaking formula.

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**RESPONSE:**

a) Meeting or failing to meet any Key Performance Indicator ("KPI") does not impact the Custom Price Escalation Factor ("CPEF") for adjusting rates.

b) It can be argued that there will be financial benefits associated with strong performance against the measures in the Custom Performance Scorecard in two ways. First, a high level of performance by Hydro Ottawa would signal a correlation with increasingly efficient business operations which, in turn, could translate into greater success in achieving the regulated rate of return. Secondly, among other things, the performance incentives established for senior management are linked to the achievement of the various measures outlined in the performance scorecards adopted by the utility.<sup>1</sup>

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<sup>1</sup> Please see the response to interrogatory VECC-83 for more details.

1 Beyond the foregoing, however, the existing regulatory framework for the Ontario  
2 distribution sector is not yet able to accommodate the application of financial incentives  
3 or penalties based on a utility's performance against customized measures. Hydro  
4 Ottawa notes that this topic is currently being explored through a dedicated OEB policy  
5 consultation.<sup>2</sup> This consultation is the appropriate forum for examining such matters as  
6 establishing incentives or penalties that would apply to a utility, depending upon the  
7 utility's achievement of certain performance measures (whether those measures are  
8 customized or standardized).

9  
10 c) None of the prospective benchmarking results or metrics impact or alter the CPEF, in  
11 which productivity has already been embedded. As described in UPDATED Exhibit  
12 4-1-1: Operations, Maintenance and Administration Summary, the application of this  
13 custom escalation factor resulted in a reduction to OM&A spending over the 2021-2025  
14 rate term of approximately \$13.1M. These savings will be achieved in large part through  
15 productivity and continuous improvement initiatives, as described in Exhibit 1-1-13:  
16 Productivity and Continuous Improvement Initiatives. Hydro Ottawa is committed to  
17 productivity and continuous improvement, and is confident that it has proposed a  
18 reasonable target for OM&A productivity. For more information on the calculations  
19 underlying the \$13.1M in expected productivity gains, please see the response to  
20 interrogatory EPRF-24.

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21 <sup>2</sup> Utility Remuneration and Responding to Distributed Energy Resources, EB-2018-0287/EB-2018-0288.

**INTERROGATORY RESPONSE - VECC-16**

**1.0-VECC-16**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, Attachment A / Schedule 13, page 10-**

**SUBJECT AREA: Customer Engagement**

a) What customer survey did HOL do to understand the value added to consumers of the Bidgely Home Energy Reporting Software?

b) Please show a sample (residential class) of the most recent and last generation bill used by HOL

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**RESPONSE:**

a) Customer surveys were not conducted. Home Energy Reporting Software was implemented to achieve Conservation First Framework ("CFF") CDM targets, consistent with IESO program rules. At the time, social benchmarking was emerging as an effective strategy for utilities in North America to assist their residential customers in lowering residential energy usage and/or increase consumer engagement and awareness of their energy use.

b) A generation account is classified as a small commercial account as it has the inverter. The customer's HOST account is classified as a residential account.

Hydro Ottawa has provided a sample of a generation account as Attachment VECC-16(A): Hydro Ottawa Generation Account - Bill Sample and a sample of a HOST account as Attachment VECC-16(B): Hydro Ottawa Host Account - Bill Sample.



Service For • Service pour	
Account Number • Numéro de compte	
Meter Number • Numéro de compteur	
Meter Reading (current) Relevé de compteur (actuel)	77.00
Meter Reading (previous) Relevé de compteur (précédent)	76.00
kWh Consumption Consommation en kWh	1.00

Account Summary • Sommaire de compte		Page 1 of/ de 2
Previous Balance/Solde précédent		\$39.02 CR
Generation Payment / Paiement lié à la production d'électricité		\$39.02
<b>Electricity Charge/Frais d'électricité</b>		
<b>From/Du 2020-02-29 To/Au 2020-03-31 (31 Days/Jours)</b>		
1.00 kWh @ \$0.119/kWh		\$0.12
<b>From/Du 2020-02-29 To/Au 2020-03-31 (31 Days/Jours)</b>		
Delivery/Frais de livraison		\$19.05
Regulatory Charges/Frais réglementés		\$0.25
<b>From/Du 2020-02-29 To/Au 2020-03-31 (31 Days/Jours)</b>		
GENERATION off-peak/ PRODUCTION période creuse/ 174.54 kwh @ \$-0.396/kwh		\$69.12 CR
GENERATION on-peak/ PRODUCTION période de pointe/ 222.89 kwh @ \$-0.396/kwh		\$88.26 CR
HST No. 863391363 RT0001/No. TVH 863391363 RT0001		\$2.53

Bill Date Date de la facture	2020-04-21	Due Date Date d'échéance	2020-05-14	Credit Balance Solde créditeur	\$135.43 CR
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#### For your information • Autres renseignements

Contract #/No. de contrat FIT-METQFG3  
 Generator HST No./Numéro de TVH du producteur -  
 This is your generator account statement. Payment will be sent separately.  
 Voici votre relevé de compte de producteur d'électricité. Le paiement vous sera acheminé séparément.



Additional information on reverse. Please retain this portion. • Information supplémentaire au verso. Prière de conserver cette partie.

E & OE



PO Box / C. P. 8700  
 Ottawa, ON  
 K1G 3S4

Tel. / Tél. : 613-738-6400  
 Fax. / Téléc. : 613-738-6403  
 hydroottawa.com

Service For • Service pour	
Account Number • Numéro de compte	
Due Date Date d'échéance	2020-05-14
Credit Balance Solde créditeur	\$135.43 CR

Late payments will be charged 1.50% interest per month.  
 Les paiements en retard portent d'intérêt au taux mensuel de 1,50 %.

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<b>Service For • Service pour</b>	
<b>Account Number • Numéro de compte</b>	
<b>Meter Number • Numéro de compteur</b>	
Meter Reading (current) Relevé de compteur (actuel)	77.00
Meter Reading (previous) Relevé de compteur (précédent)	76.00
kWh Consumption Consommation en kWh	1.00

## Account Summary • Sommaire de compte Page 2 of/de 2

Account History / Relevé de compte						
Reading Date Date du relevé	kWh kWh	# Days # jours	Average/Moyenne			
			On-Peak Période de pointe	Off-Peak Période creuse	Mid Peak Période médiane	kWh/Day kWh/jour
2020-03-31	1.00	31	0.00	0.00	0.00	0.03
2020-02-29	1.00	29	0.00	0.00	0.00	0.03
2020-01-31	2.00	31	0.00	0.00	0.00	0.06
2019-12-31	2.00	31	0.00	0.00	0.00	0.06
2019-11-30	1.00	30	0.00	0.00	0.00	0.03
2019-10-31	1.00	31	0.00	0.00	0.00	0.03
2019-09-30	1.00	30	0.00	0.00	0.00	0.03
2019-08-31	1.00	31	0.00	0.00	0.00	0.03
2019-07-31	1.00	31	0.00	0.00	0.00	0.03
2019-06-30	1.00	30	0.00	0.00	0.00	0.03
2019-05-31	2.00	31	0.00	0.00	0.00	0.06
2019-04-30	1.00	30	0.00	0.00	0.00	0.03
2019-03-31	1.00	31	0.00	0.00	0.00	0.03

Bill Date Date de la facture	2020-04-21	Due Date Date d'échéance	2020-05-14	Credit Balance Solde créditeur	\$135.43 CR
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For your information • Autres renseignements	



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A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use.

The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.\* Hydro Ottawa collects this money and pays this amount directly to our suppliers.

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**Online:** [hydroottawa.com/contact](http://hydroottawa.com/contact)

**Mail:** Hydro Ottawa Limited, PO Box 8700, Ottawa ON, K1G 3S4

### Power Outage Information

**Telephone:** 613-738-0188 (24 hours a day, seven days a week)

**Online:** [hydroottawa.com/outages](http://hydroottawa.com/outages)

Hydro Ottawa facture ses clients pour les services d'électricité qu'elle leur fournit ainsi que pour les services d'électricité offerts par d'autres sociétés actives sur le marché de l'électricité de l'Ontario. La liste des tarifs et des frais d'Hydro Ottawa est disponible sur demande.

## TERMES RELATIFS À L'ÉLECTRICITÉ QUI FIGURENT SUR VOTRE FACTURE

**Frais d'électricité** – Il s'agit du coût de l'électricité qui vous est fournie pendant la présente période de facturation et de la partie de la facture qui fait l'objet de concurrence.

**Frais de livraison** – Il s'agit des coûts de l'acheminement de l'électricité des centrales électriques réparties à travers la province à Hydro Ottawa, puis jusqu'à votre domicile ou entreprise. Ces coûts comprennent les coûts de construction et d'entretien des lignes de transport d'énergie, des tours et des poteaux ainsi que les coûts d'exploitation des réseaux électriques provinciaux et locaux.

Une partie de ces frais est fixe et ne change pas d'un mois à l'autre. Le reste est variable et augmente ou diminue selon votre consommation d'électricité.

Les frais de livraison comprennent également le coût de l'énergie perdue lorsque l'électricité est distribuée à votre domicile ou entreprise\*. Hydro Ottawa perçoit ces frais et les remet directement à ses fournisseurs.

\*Lorsque l'électricité est distribuée au moyen d'une ligne de transport d'énergie, il est normal qu'une petite quantité d'énergie soit consommée ou perdue sous forme de chaleur. Le matériel, par exemple les fils et les transformateurs, consomme l'énergie avant qu'elle n'arrive à votre domicile ou entreprise.

**Frais réglementés** – Les frais réglementés couvrent le coût de l'administration du système d'électricité de gros et de la maintenance de la fiabilité du réseau électrique provincial.

**Rajustement global** – Les prix de l'électricité produite par les producteurs de l'Ontario sont établis sur le marché de gros, par règlement et par contrat. Le montant correspondant au rajustement net de ces prix et d'autres prix autorisés qui vous est facturé figure à la ligne Rajustement global de votre facture.

NOTE : Pour obtenir une explication détaillée des termes relatifs à l'électricité, visitez le site [hydroottawa.com/facture](http://hydroottawa.com/facture) ou le site [ontarioenergyboard.ca/fr](http://ontarioenergyboard.ca/fr). Pour obtenir une explication des autres rubriques qui figurent sur votre facture, visitez le site [hydroottawa.com/frais](http://hydroottawa.com/frais).

**Vous déménagez?** Veuillez nous aviser au moins dix (10) jours ouvrables avant votre déménagement si vous désirez ouvrir un compte, mettre votre compte à jour ou fermer votre compte. Ceci permet d'assurer que les renseignements relatifs à votre compte sont exacts, qu'un service d'électricité sera fourni à votre nouveau domicile, ou encore que votre compte sera fermé lorsque vous quitterez votre ancien domicile.

Les clients doivent acquitter les frais relatifs à leur compte jusqu'à la fermeture de celui-ci. Pour nous aviser d'un déménagement, appelez-nous au 613 738-6400 ou remplissez notre formulaire en ligne au [hydroottawa.com/demenagement](http://hydroottawa.com/demenagement).

Un **dépôt de garantie** pourrait s'appliquer à un compte, conformément à nos conditions de service.

**Vous avez des projets de travaux extérieurs?** Des installations souterraines, y compris des lignes électriques, pourraient se trouver sur votre propriété. Si vous heurtez une de ces installations accidentellement, vous pourriez vous blesser, causer des dommages à votre propriété ou provoquer une panne de courant. Pour votre sécurité et celle des autres, **appelez ou cliquez avant de creuser** pour connaître l'emplacement des câbles souterrains avant de commencer tous travaux de construction ou d'aménagement paysager ou tout autre projet. Vous pouvez joindre Ontario One Call au 1 800 400-2255 ou [OntarioOneCall.ca/fr](http://OntarioOneCall.ca/fr) (24 heures sur 24, 7 jours sur 7).

**Alimentation en électricité** – Hydro Ottawa ne garantit pas une alimentation en électricité continue et à l'abri de toutes variations de tension et de fréquence. Les clients devraient donc protéger leur équipement en y installant des appareils de protection contre les baisses et les hausses de tension.

**Accès à l'équipement** – Les clients sont responsables du matériel d'Hydro Ottawa qui se trouve sur leur propriété. Comme le stipule l'article 40 de la Loi de 1998 sur l'électricité, Hydro Ottawa doit avoir accès à ses équipements, notamment pour pouvoir procéder à des inspections, à des travaux d'entretien ou à la réparation, au remplacement, au débranchement ou au calibrage d'équipement ainsi que pour effectuer la relève de compteurs.

**Votre service d'électricité est soumis aux conditions présentées dans le document Conditions de service d'Hydro Ottawa, que vous trouverez au [hydroottawa.com/cds](http://hydroottawa.com/cds).**

**DITES ADIEU AU PAPIER! Inscrivez-vous à la facture en ligne au [hydroottawa.com/compte](http://hydroottawa.com/compte) ou par téléphone.** La facturation en ligne est pratique et sécuritaire, et aide à réduire le gaspillage de papier.

### Modalités de paiement

- Profitez des avantages et de la commodité des **paiements préautorisés**. Pour vous inscrire au régime de prélèvements automatiques d'Hydro Ottawa, inscrivez-vous au [hydroottawa.com/compte](http://hydroottawa.com/compte) ou par téléphone.
- Utilisez votre **carte de crédit** pour payer votre facture en ligne ou par téléphone. Des frais de service s'appliquent.
- Faites un paiement par l'intermédiaire de votre institution financière par **téléphone ou au moyen de services bancaires en ligne**. N'oubliez pas d'inscrire votre numéro de compte.
- Payez votre facture **en personne** dans la plupart des institutions financières.
- Postez** votre chèque ou votre mandat-poste à Hydro Ottawa limitée, C. P. 8700, Ottawa, Ontario K1G 3S4. N'oubliez pas d'insérer le bordereau de paiement dans l'enveloppe et inscrivez votre **numéro de compte de 20 chiffres au recto** de votre chèque.

Afin d'éviter tous frais d'intérêts, assurez-vous de nous accorder suffisamment de temps pour recevoir votre paiement et le traiter avant la **date d'échéance** figurant sur votre facture. Le temps requis peut varier selon le mode de paiement choisi.

Tout solde impayé après la date d'échéance fait l'objet de frais pour **paiement en retard** au taux mensuel composé de 1,50 % (19,56 % par année).

### Renseignements généraux

**Téléphone :** 613 738-6400 Lundi au vendredi : 8 h à 20 h  
Samedi : 9 h à 15 h  
(sauf les jours fériés)

**Télécopieur :** 613 738-6403

**En ligne :** [hydroottawa.com/nousjoindre](http://hydroottawa.com/nousjoindre)

**Adresse postale :** Hydro Ottawa limitée, C. P. 8700, Ottawa, Ontario, K1G 3S4

### Renseignements sur les pannes d'électricité

**Téléphone :** 613 738-0188 (24 heures sur 24, 7 jours sur 7)

**En ligne :** [hydroottawa.com/pannes](http://hydroottawa.com/pannes)





Service For • Service pour	
Account Number • Numéro de compte	
Meter Number • Numéro de compteur	
Meter Reading (current) Relevé de compteur (actuel)	64247.40
Meter Reading (previous) Relevé de compteur (précédent)	63393.82
kWh Consumption Consommation en kWh	853.58

Account Summary • Sommaire de compte			Page 1 of/de 2
Previous Balance/Solde précédent		\$109.65	
Payment/Paiement	2020-04-29	\$109.65	CR
<b>Electricity Charge TOUT/Frais d'électricité FHC</b>			
<b>From/Du 2020-03-23 To/Au 2020-04-23 (31 Days/Jours)</b>			
Off-peak/Période creuse 11.132341 kWh @ \$0.101000/kWh		\$1.12	
Off-peak/Période creuse 489.506410 kWh @ \$0.101000/kWh		\$49.44	
Mid-peak/Période médiane 9.280306 kWh @ \$0.144000/kWh		\$1.34	
Mid-peak/Période médiane 152.048125 kWh @ \$0.101000/kWh		\$15.36	
On-peak/Période de pointe 10.800183 kWh @ \$0.208000/kWh		\$2.25	
On-peak/Période de pointe 180.812636 kWh @ \$0.101000/kWh		\$18.26	
<b>From/Du 2020-03-23 To/Au 2020-04-23 (31 Days/Jours)</b>			
Delivery/Frais de livraison		\$43.23	
Regulatory Charges/Frais réglementés		\$3.69	
HST No. 863391363 RT0001/No. TVH 863391363 RT0001		\$17.51	
Ontario Electricity Rebate/ Remise de l'Ontario pour l'électricité		\$42.83	CR

Bill Date Date de la facture	2020-05-07	Due Date Date d'échéance	2020-06-01	Bank Debit Retrait bancaire	\$109.37
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### For your information • Autres renseignements

The Government of Ontario is providing 45-day relief to Ontarians impacted by COVID-19. As of March 24, 2020, households, farms and small businesses who pay time-of-use electricity rates will be charged off-peak rates 24/7. More info at oeb.ca

COVID-19 : l'Ontario donne un répit de 45 jours aux citoyens. Depuis le 24 mars, les résidences, fermes et petites entreprises visés par les prix en fonction de l'heure de consommation paieront 24/7 les tarifs de la période creuse. Info : oeb.ca

The Government of Ontario is extending the emergency rate relief to support Ontarians through Covid-19. Until May 31, 2020, all customers that pay time-of-use electricity rates will be charged off-peak rates 24/7. More info at oeb.ca

L'Ontario prolonge l'allègement des tarifs pour soutenir les citoyens durant la COVID-19. Jusqu'au 31 mai 2020, les clients visés par les prix en fonction de l'heure de consommation paieront 24/7 les tarifs de la période creuse. Info : oeb.ca

Online billing is convenient, easy to use and completely secure - not to mention environmentally friendly! Register today at hydroottawa.com/onlinebilling.



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**HydroOttawa**  
 hydroottawa.com  
 Questions/Questions : 613-738-6400  
 Power Outage/Panne d'électricité : 613-738-0188

## Account Summary • Sommaire de compte

Page 2 of/de 2

Service For • Service pour	
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			On-Peak Période de pointe	Off-Peak Période creuse	Mid Peak Période médiane	kWh/Day kWh/jour
2020-04-23	853.58	31	6.18	16.15	5.20	27.53
2020-03-23	704.28	30	4.76	15.49	3.23	23.48
2020-02-22	789.97	31	5.96	15.19	4.33	25.48
2020-01-22	1067.04	30	6.45	23.78	5.34	35.57
2019-12-23	985.72	28	8.32	20.84	6.05	35.20
2019-11-25	958.28	31	6.37	19.26	5.27	30.91
2019-10-25	916.20	31	5.03	18.05	6.47	29.55
2019-09-24	839.44	32	3.27	17.71	5.25	26.23
2019-08-23	1631.70	30	11.21	33.77	9.41	54.39
2019-07-24	1575.62	30	10.59	31.83	10.10	52.52
2019-06-24	649.78	28	3.38	15.24	4.58	23.21
2019-05-27	777.86	31	4.16	16.36	4.57	25.09
2019-04-26	742.44	30	5.02	16.22	3.51	24.75

Bill Date Date de la facture	2020-05-07	Due Date Date d'échéance	2020-06-01	Bank Debit Retrait bancaire	\$109.37
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La facture en ligne est pratique, facile à utiliser et entièrement sécurisée. En prime, elle est écologique! Inscrivez-vous dès aujourd'hui sur [hydroottawa.com/factureenligne](http://hydroottawa.com/factureenligne).



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**Fax:** 613-738-6403  
**Online:** [hydroottawa.com/contact](http://hydroottawa.com/contact)  
**Mail:** Hydro Ottawa Limited, PO Box 8700, Ottawa ON, K1G 3S4

### Power Outage Information

**Telephone:** 613-738-0188 (24 hours a day, seven days a week)  
**Online:** [hydroottawa.com/outages](http://hydroottawa.com/outages)

Hydro Ottawa facture ses clients pour les services d'électricité qu'elle leur fournit ainsi que pour les services d'électricité offerts par d'autres sociétés actives sur le marché de l'électricité de l'Ontario. La liste des tarifs et des frais d'Hydro Ottawa est disponible sur demande.

## TERMES RELATIFS À L'ÉLECTRICITÉ QUI FIGURENT SUR VOTRE FACTURE

**Frais d'électricité** – Il s'agit du coût de l'électricité qui vous est fournie pendant la présente période de facturation et de la partie de la facture qui fait l'objet de concurrence.

**Frais de livraison** – Il s'agit des coûts de l'acheminement de l'électricité des centrales électriques réparties à travers la province à Hydro Ottawa, puis jusqu'à votre domicile ou entreprise. Ces coûts comprennent les coûts de construction et d'entretien des lignes de transport d'énergie, des tours et des poteaux ainsi que les coûts d'exploitation des réseaux électriques provinciaux et locaux.

Une partie de ces frais est fixe et ne change pas d'un mois à l'autre. Le reste est variable et augmente ou diminue selon votre consommation d'électricité.

Les frais de livraison comprennent également le coût de l'énergie perdue lorsque l'électricité est distribuée à votre domicile ou entreprise\*. Hydro Ottawa perçoit ces frais et les remet directement à ses fournisseurs.

\*Lorsque l'électricité est distribuée au moyen d'une ligne de transport d'énergie, il est normal qu'une petite quantité d'énergie soit consommée ou perdue sous forme de chaleur. Le matériel, par exemple les fils et les transformateurs, consomme l'énergie avant qu'elle n'arrive à votre domicile ou entreprise.

**Frais réglementés** – Les frais réglementés couvrent le coût de l'administration du système d'électricité de gros et de la maintenance de la fiabilité du réseau électrique provincial.

**Rajustement global** – Les prix de l'électricité produite par les producteurs de l'Ontario sont établis sur le marché de gros, par règlement et par contrat. Le montant correspondant au rajustement net de ces prix et d'autres prix autorisés qui vous est facturé figure à la ligne Rajustement global de votre facture.

NOTE: Pour obtenir une explication détaillée des termes relatifs à l'électricité, visitez le site [hydroottawa.com/facture](http://hydroottawa.com/facture) ou le site [ontarioenergyboard.ca/fr](http://ontarioenergyboard.ca/fr). Pour obtenir une explication des autres rubriques qui figurent sur votre facture, visitez le site [hydroottawa.com/frais](http://hydroottawa.com/frais).

**Vous déménagez?** Veuillez nous aviser au moins dix (10) jours ouvrables avant votre déménagement si vous désirez ouvrir un compte, mettre votre compte à jour ou fermer votre compte. Ceci permet d'assurer que les renseignements relatifs à votre compte sont exacts, qu'un service d'électricité sera fourni à votre nouveau domicile, ou encore que votre compte sera fermé lorsque vous quitterez votre ancien domicile.

Les clients doivent acquitter les frais relatifs à leur compte jusqu'à la fermeture de celui-ci. Pour nous aviser d'un déménagement, appelez-nous au 613 738-6400 ou remplissez notre formulaire en ligne au [hydroottawa.com/demenagement](http://hydroottawa.com/demenagement).

Un **dépôt de garantie** pourrait s'appliquer à un compte, conformément à nos conditions de service.

**Vous avez des projets de travaux extérieurs?** Des installations souterraines, y compris des lignes électriques, pourraient se trouver sur votre propriété. Si vous heurtez une de ces installations accidentellement, vous pourriez vous blesser, causer des dommages à votre propriété ou provoquer une panne de courant. Pour votre sécurité et celle des autres, **appelez ou cliquez avant de creuser** pour connaître l'emplacement des câbles souterrains avant de commencer tous travaux de construction ou d'aménagement paysager ou tout autre projet. Vous pouvez joindre Ontario One Call au 1 800 400-2255 ou [OntarioOneCall.ca/fr](http://OntarioOneCall.ca/fr) (24 heures sur 24, 7 jours sur 7).

**Alimentation en électricité** – Hydro Ottawa ne garantit pas une alimentation en électricité continue et à l'abri de toutes variations de tension et de fréquence. Les clients devraient donc protéger leur équipement en y installant des appareils de protection contre les baisses et les hausses de tension.

**Accès à l'équipement** – Les clients sont responsables du matériel d'Hydro Ottawa qui se trouve sur leur propriété. Comme le stipule l'article 40 de la Loi de 1998 sur l'électricité, Hydro Ottawa doit avoir accès à ses équipements, notamment pour pouvoir procéder à des inspections, à des travaux d'entretien ou à la réparation, au remplacement, au débranchement ou au calibrage d'équipement ainsi que pour effectuer la relève de compteurs.

**Votre service d'électricité est soumis aux conditions présentées dans le document Conditions de service d'Hydro Ottawa, que vous trouverez au [hydroottawa.com/cds](http://hydroottawa.com/cds).**

**DITES ADIEU AU PAPIER! Inscrivez-vous à la facture en ligne au [hydroottawa.com/compte](http://hydroottawa.com/compte) ou par téléphone.** La facturation en ligne est pratique et sécuritaire, et aide à réduire le gaspillage de papier.

### Modalités de paiement

- Profitez des avantages et de la commodité des **paiements préautorisés**. Pour vous inscrire au régime de prélèvements automatiques d'Hydro Ottawa, inscrivez-vous au [hydroottawa.com/compte](http://hydroottawa.com/compte) ou par téléphone.
- Utilisez votre **carte de crédit** pour payer votre facture en ligne ou par téléphone. Des frais de service s'appliquent.
- Faites un paiement par l'intermédiaire de votre institution financière par **téléphone ou au moyen de services bancaires en ligne**. N'oubliez pas d'inscrire votre numéro de compte.
- Payez votre facture en **personne** dans la plupart des institutions financières.
- Postez** votre chèque ou votre mandat-poste à Hydro Ottawa limitée, C. P. 8700, Ottawa, Ontario K1G 3S4. N'oubliez pas d'insérer le bordereau de paiement dans l'enveloppe et inscrivez votre **numéro de compte de 20 chiffres au recto** de votre chèque.

Afin d'éviter tous frais d'intérêts, assurez-vous de nous accorder suffisamment de temps pour recevoir votre paiement et le traiter avant la **date d'échéance** figurant sur votre facture. Le temps requis peut varier selon le mode de paiement choisi.

Tout solde impayé après la date d'échéance fait l'objet de frais pour **paiement en retard** au taux mensuel composé de 1,50 % (19,56 % par année).

### Renseignements généraux

**Téléphone :** 613 738-6400 Lundi au vendredi : 8 h à 20 h  
Samedi : 9 h à 15 h  
(sauf les jours fériés)

**Télécopieur :** 613 738-6403  
**En ligne :** [hydroottawa.com/nousjoindre](http://hydroottawa.com/nousjoindre)  
**Adresse postale :** Hydro Ottawa limitée, C. P. 8700, Ottawa, Ontario, K1G 3S4

**Renseignements sur les pannes d'électricité**  
**Téléphone :** 613 738-0188 (24 heures sur 24, 7 jours sur 7)  
**En ligne :** [hydroottawa.com/pannes](http://hydroottawa.com/pannes)

**INTERROGATORY RESPONSE - VECC-17**

**1.0-VECC-17**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, Attachment A / Schedule 13, pages 7-**

**SUBJECT AREA: Productivity**

a) What is HOL default billing option – paper or ebill?

b) Please explain/describe the online (MyAccount) enrollment process and how a customer may select its billing and payment option.

c) For customers who enroll over the telephone please explain how the billing and payment options are explained to the customer. Specifically are customers told they will be paper billed unless they choose ebill?

---

**RESPONSE:**

a) Hydro Ottawa's default billing option is paper billing.

b) The utility's online billing and payment plan enrollment processes are as follows:

**MyAccount Enrollment**

1. Customers can register for MyAccount using their email address. This will be their username login.

2. The following information is required:

a. Account Number

b. Previous Bill amount

c. Due Date

3. Preferred billing method must be selected:

- 1 a. Would you like to receive your bills online? Yes/no.
- 2 4. Customers will provide a password, complete Captcha, and select "Register".
- 3 5. A confirmation email is sent in order to verify the email address.
- 4 6. When the verification link is clicked, customers are redirected back to the website
- 5 and prompted to login.
- 6 7. Customers also have the option to sign-in using their Facebook and Google
- 7 accounts once their MyAccount has been confirmed.
- 8

### 9 **Online Billing Enrollment**

- 10 1. Customers can initiate the Online Billing enrollment process by selecting "Billing"
- 11 which is located on the MyAccount home page.
- 12 2. The Online Billing Registration page will populate.
- 13 3. Customers are provided the option to choose between two different email
- 14 notification options:
- 15 a. The "Standard Notification" - does not contain any account information; it
- 16 simply informs customers through email that a bill is ready on MyAccount.
- 17 b. The "Enhanced Notification" - includes the account number, address,
- 18 current balance, and due date in the email notification.
- 19 4. The option to receive a Due Date Reminder is offered.
- 20 5. To complete enrollment, customers will be required to agree to the Terms of Use
- 21 and submit the request.
- 22 6. A confirmation email is sent to confirm Online Billing Registration.
- 23

### 24 **Payment Plan Enrollment**

- 25 1. Customers can initiate the Payment Plan enrollment process by selecting
- 26 "Register for a Payment Plan" found on the MyAccount home page or by
- 27 navigating to "Billing" and selecting "Payment Plans."
- 28 2. Options to select a Pre-Authorized Payment Plan ("PAP") or Equal Monthly
- 29 Payment Plan ("EMPP") are presented.
- 30 3. To register for a PAP, customers are required to agree to the Terms and
- 31 Conditions and provide the following:

- 1 a. Bank Number
- 2 b. Branch Number
- 3 c. Bank Account Number
- 4 4. After submitting the request, a confirmation email is sent as well as a letter in the
- 5 mail confirming the PAP enrollment.
- 6 5. Customers who select to enroll on an EMPP are presented with the option to
- 7 enroll with or without PAP.
- 8 a. Customers who select EMPP only are required to choose their preferred
- 9 due date. Options are as follows:
- 10 i. On the due date of the bill
- 11 ii. On every 5<sup>th</sup> day of the month
- 12 b. Customers who select EMPP with PAP are required to submit their
- 13 banking information and select their preferred due date. Options are as
- 14 follows:
- 15 i. On the due date of the bill
- 16 ii. On every 5<sup>th</sup> day of the month
- 17 6. After agreeing to the Terms of Use and submitting the enrollment request, a
- 18 confirmation email is sent. Customers enrolling in PAP will also receive a letter in
- 19 the mail confirming enrollment.
- 20 7. Customers may change their banking information, modify their payment plan, or
- 21 de-register for pre-authorized payments online through MyAccount.
- 22
- 23 c) Customers who enroll over the phone are encouraged to sign-up for online billing so
- 24 they can manage their bills online anytime. Customers who accept online billing are
- 25 offered two notification options, "Standard" or "Enhanced", as described in part (b)
- 26 above. Customers who decline online billing default to paper billing. Customers who
- 27 choose paper billing are informed that they have the option to sign-up for online billing
- 28 through [www.hydroottawa.com](http://www.hydroottawa.com) if they wish to do so in the future.
- 29
- 30 Customers who enroll over the phone are encouraged to sign-up for pre-authorized
- 31 payments. Customers may accept or decline the offer. Customers who decline

1 pre-authorized payments are advised that they have the option to set-up pre-authorized  
2 payments online if they wish to do so in the future. Customers requesting billing options  
3 to balance payments are advised of the option to enroll on an EMPP over the phone or  
4 online. If customers ask how to pay their bill, Customer Service representatives review  
5 the options available including payments through a financial institution, telephone or  
6 online payments through credit card, or by mailing a cheque. Customer Service  
7 representatives also promote visiting [www.hydroottawa.com](http://www.hydroottawa.com) for a detailed list of  
8 payment options.

**INTERROGATORY RESPONSE - VECC-18**

**1.0-VECC-18**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, Attachment A, page 26/ Attachment B, page 18.**

**SUBJECT AREA: Productivity**

a) How many residential customers have a remote disconnect meters attached to their premise? Under what circumstances are such meters installed?

b) Hydro Ottawa implemented an automated outbound calling system to replace its previous hand delivery of Disconnect Notices. Please confirm this is only for the 48 hour notice as per section 4.2.2.4 of the Distribution System Code (DSC).

c) If the response to (b) is not confirmed and the disconnection notice by telephone is the initial notice as per Section 4.2 of the Distribution System Code then please explain how this change in policy meets the provisions of sections 4.2.1.1, 4.2.2 and 4.2.3 of the Code.

d) Please provide a copy of the telephone script use for disconnection notice call.

e) Was this change in policy preceded by any questions as part of HOL's customer surveys? If so what were the survey results.

---

**RESPONSE:**

a) There were 36,502 residential remote disconnect meters installed as of May 14, 2020. Remote disconnect meters are installed in hard-to-access premises and areas that experience a high frequency of occupancy changes.



- 1      b) Hydro Ottawa confirms that it implemented an automated outbound calling system to  
2      replace, only, the hand delivery of the 48-hour notice which is mandated pursuant to  
3      section 4.2.2.4 of the *Distribution System Code*.  
4  
5      c) In light of the response to part (b) above, this question is not applicable.  
6  
7      d) The current customer notification letters and telephone scripts for both residential  
8      and commercial customers are provided as Attachment VECC-18(A): 48-Hour  
9      Notification Script - Residential and Attachment VECC-18(B): 48-Hour Notification  
10     Script - Commercial.  
11  
12     e) This change in policy was not preceded by any customer survey questions.

Project Name: Hydro Ottawa 48 Hour Notification Script Residential  
Language: English, French

Date: 20200226

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Live Answer English

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#### **GREETING**

This is an important call from Hydro Ottawa, your electricity service provider. Hydro Ottawa is located at 2711 Hunt Club Road, Ottawa, ON K1G 5Z9 and we can be reached at (613) 738-6400.

#### **PROPER PARTY VALIDATION**

We are calling about the account for [\[Insert Address\]](#). If you are the person responsible for this Hydro Ottawa account, please press 1. If you are not the person responsible for this account, please press 2.

*Pressed 1 on proper party validation*

#### **MAIN CONTENT 1**

It is urgent that we speak to you about your Hydro Ottawa account. Your electricity service at [\[Insert Address\]](#) is scheduled to be disconnected due to outstanding payment on [\[Insert Date\]](#).

Please note that disconnection may occur regardless of whether or not the premise is occupied. Hydro Ottawa may also disconnect your service remotely.

Service disconnection can be avoided by immediately paying the outstanding balance on your account. Once you have paid your balance, please call us back with the payment confirmation number. You can contact us at (613) 738-6400, Monday to Friday, between 8 a.m. and 8 p.m. and Saturday between 9 a.m. and 3 p.m.

If a Hydro Ottawa representative arrives to disconnect your service or your electricity service has been disconnected, payment must be made by certified cheque, money order, credit card or by providing proof of payment from a financial institution. To pay by credit card now, please press 7. Cash payments are accepted at your premise before 3 p.m. on weekdays, excluding statutory holidays.

Hydro Ottawa also offers programs designed to help eligible residential customers manage their electricity bill, including Arrears Management Program and Equal Monthly Payment Plan.

Eligible low-income customers may also qualify for financial assistance, such as: The Ontario Electricity Support Program, the Low-income Energy Assistance Program and expanded customer service provisions specifically for eligible low-income customers. To learn more visit [hydroottawa.com/financial-assistance](http://hydroottawa.com/financial-assistance).

If you have already paid your balance, or if you have any questions, please press 9.

*If customer pressed 7*

**TRANSFER**

Thank you. You will be transferred to our self-serve payment system momentarily.

*If customer pressed 9*

**TRANSFER**

Thank you. You will be transferred to a customer service representative momentarily.

*Did not press 7 or 9 then repeats from MAIN CONTENT 1 up to 3 times before closing*

**CLOSING**

Thank you and goodbye.

*Pressed 2 on proper party validation*

**CLOSING 1**

This is an urgent call about the Hydro Ottawa account for [\[Insert Address\]](#). Please have the person responsible for this account call us as soon as possible at (613) 738-6400 between the hours of 8 a.m. and 8 p.m., Monday to Friday or between the hours of 9 a.m. and 3 p.m. on Saturday. Thank you and goodbye.

*Did not press 1 or 2 for proper party validation*

**CLOSING 2**

Thank you and goodbye.

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Voice Mail Content English

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**GREETING**

This is an important call from Hydro Ottawa, your electricity service provider. Hydro Ottawa is located at 2711 Hunt Club Road, Ottawa, ON K1G 5Z9 and we can be reached at (613) 738-6400.

**MAIN CONTENT**

This is an urgent call about the Hydro Ottawa account for [\[Insert Address\]](#). Please have the person responsible for this account call us as soon as possible at (613) 738-6400 between the hours of 8 a.m. and 8 p.m., Monday to Friday or between the hours of 9 a.m. and 3 p.m. on Saturday.

**CLOSING**

Thank you and goodbye.

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Live Answer French

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**GREETING**

Ceci est un appel de recouvrement important d'Hydro Ottawa, votre fournisseur d'électricité. Hydro Ottawa est située au 2711 chemin Hunt Club, Ottawa (Ontario) K1G 5Z9, et nous pouvons être joints au 613 738-6400.

**PROPER PARTY VALIDATION**

Nous appelons au sujet du compte rattaché au [\[insérer l'adresse\]](#). Si vous êtes la personne responsable de ce compte d'Hydro Ottawa, veuillez appuyer sur le 1. Si vous n'êtes pas la personne responsable de ce compte, veuillez appuyer sur le 2.

*Pressed 1 on proper party validation*

**MAIN CONTENT 1**

Il est urgent que nous vous parlions au sujet de votre compte d'Hydro Ottawa. Votre service d'électricité au [insérer adresse] doit être débranché le [insérer date] en raison d'un solde impayé.

Veuillez noter que votre service peut être débranché qu'il y ait quelqu'un sur les lieux ou non. Hydro Ottawa peut également procéder au débranchement à distance.

Le débranchement de votre service peut être évité si vous réglez immédiatement le solde impayé de votre compte. Dès que vous aurez payé votre solde, appelez-nous pour nous fournir le numéro de confirmation de votre paiement. Vous pouvez nous joindre au 613 738-6400, du lundi au vendredi, de 8 heures à 20 heures, et le samedi, de 9 heures à 15 heures.

À l'arrivée d'un représentant d'Hydro Ottawa sur les lieux pour débrancher votre service d'électricité, ou si votre service a déjà été débranché, vous devrez payer le montant dû par chèque certifié, par mandat ou par carte de crédit, ou encore présenter une preuve de paiement d'une institution financière. Pour payer par carte de crédit maintenant, veuillez appuyer sur le 7.

Les paiements en argent sont acceptés à votre adresse de service s'ils sont effectués avant 15 heures en semaine, sauf les jours fériés.

Hydro Ottawa propose différents programmes qui sont conçus pour aider les clients résidentiels à gérer leurs factures d'électricité, par exemple : Un Accord de paiement des arriérés et des plans de paiement par mensualités.

De plus, les clients à faible revenu admissibles pourraient bénéficier de certains programmes d'aide financière, par exemple : Le Programme ontarien d'aide relative aux frais d'électricité, le Programme d'aide aux impayés d'énergie et des dispositions élargies en matière de service à la clientèle, conçues spécifiquement pour les clients à faible revenu admissibles. Pour en savoir plus à ce sujet, visitez [hydroottawa.com/aide-financiere](http://hydroottawa.com/aide-financiere).

Si vous avez déjà payé votre solde, ou si vous avez des questions, veuillez appuyer sur le 9.

*If customer pressed 7*

**TRANSFER**

Merci. Nous acheminons votre appel à notre système de paiement automatisé. Ne quittez pas.

*If customer pressed 9*

**TRANSFER**

Merci. Votre appel sera transféré à un représentant du service à la clientèle dans quelques instants.

*Did not press 7 or 9 then repeats from MAIN CONTENT 1 up to 3 times before closing*

**CLOSING**

Merci et au revoir.

*Pressed 2 on proper party validation*

**CLOSING 1**

Ceci est un appel urgent au sujet du compte d'Hydro Ottawa rattaché au [insérer l'adresse]. Veuillez demander à la personne responsable de ce compte de nous appeler le plus rapidement possible au numéro 613 738-6400. Nous sommes ouverts du lundi au vendredi, de 8 heures à 20 heures, et le samedi, de 9 heures à 15 heures. Merci et au revoir.

*Did not press 1 or 2 for proper party validation*

**CLOSING 2**

Merci et au revoir.

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Voice Mail Content French

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**GREETING**

Ceci est un appel important d'Hydro Ottawa, votre fournisseur d'électricité. Hydro Ottawa est située au 2711 chemin Hunt Club, Ottawa (Ontario) K1G 5Z9, et nous pouvons être joints au 613 738-6400.

**MAIN CONTENT**

Ceci est un appel urgent au sujet du compte d'Hydro Ottawa rattaché au [insérer l'adresse]. Veuillez demander à la personne responsable de ce compte de nous appeler le plus rapidement possible au numéro 613 738-6400. Nous sommes ouverts du lundi au vendredi, de 8 heures à 20 heures, et le samedi, de 9 heures à 15 heures.

**CLOSING**

Merci et au revoir.

Project Name: Hydro Ottawa 48 Hour Notification Script Commercial  
Language: English, French

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Live Answer English

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**GREETING**

This is an important collections call from Hydro Ottawa, your electricity service provider. Hydro Ottawa is located at 2711 Hunt Club Road, Ottawa, ON K1G 5Z9 and we can be reached at (613) 738-6400.

**PROPER PARTY VALIDATION**

We are calling about the account for [\[Insert Address\]](#). If you are the person responsible for this Hydro Ottawa account, please press 1. If you are not the person responsible for this account, please press 2.

*Pressed 1 on proper party validation*

**MAIN CONTENT 1**

It is urgent that we speak to you about your Hydro Ottawa account. Your electricity service at [\[Insert Address\]](#) is scheduled to be disconnected for non-payment. You can avoid this disconnection by immediately paying the outstanding balance on your account. Once you have paid your balance, please call us back and provide us with the payment confirmation number. You can contact us by telephone at (613) 738-6400 Monday to Friday, between 8 a.m. and 8 p.m. and Saturday between 9 a.m. and 3 p.m. If you would like to pay by credit card, please press 7. If you have already paid your balance, or if you have any questions, please press 9.

*If customer pressed 7*

**TRANSFER**

Thank you. You will be transferred to our self-serve payment system momentarily.

*If customer pressed 9*

**TRANSFER**

Thank you. You will be transferred to a customer service representative momentarily.

*Did not press 7 or 9 then repeats from **MAIN CONTENT 1** up to 3 times before closing*

**CLOSING**

Thank you and goodbye.

*Pressed 2 on proper party validation*

**CLOSING 1**

This is an urgent call about the Hydro Ottawa account for [\[Insert Address\]](#). Please have the person responsible for this account call us as soon as possible at (613) 738-6400 between the hours of 8 a.m. and 8 p.m., Monday to Friday or between the hours of 9 a.m. and 3 p.m. on Saturday. Thank you and goodbye.

*Did not press 1 or 2 for proper party validation*

## **CLOSING 2**

Thank you and goodbye.

---

### Voice Mail Content English

---

## **GREETING**

This is an important call from Hydro Ottawa, your electricity service provider. Hydro Ottawa is located at 2711 Hunt Club Road, Ottawa, ON K1G 5Z9 and we can be reached at (613) 738-6400.

## **MAIN CONTENT**

This is an urgent call about the Hydro Ottawa account for [\[Insert Address\]](#). Please have the person responsible for this account call us as soon as possible at (613) 738-6400 between the hours of 8 a.m. and 8 p.m., Monday to Friday or between the hours of 9 a.m. and 3 p.m. on Saturday.

## **CLOSING**

Thank you and goodbye.

---

### Live Answer French

---

## **GREETING**

Ceci est un appel de recouvrement important d'Hydro Ottawa, votre fournisseur d'électricité. Hydro Ottawa est située au 2711 chemin Hunt Club, Ottawa (Ontario) K1G 5Z9, et nous pouvons être joints au 613 738-6400.

## **PROPER PARTY VALIDATION**

Nous appelons au sujet du compte rattaché au [\[insérer l'adresse\]](#). Si vous êtes la personne responsable de ce compte d'Hydro Ottawa, veuillez appuyer sur le 1. Si vous n'êtes pas la personne responsable de ce compte, veuillez appuyer sur le 2.

*Pressed 1 on proper party validation*

## **MAIN CONTENT 1**

Il est urgent que nous vous parlions au sujet de votre compte d'Hydro Ottawa. Votre service d'électricité au [\[insérer l'adresse\]](#) doit être débranché pour cause de non-paiement. Vous pouvez éviter ce débranchement en réglant immédiatement le solde impayé de votre compte. Dès que vous aurez payé votre solde, appelez-nous pour nous fournir le numéro de confirmation de votre paiement. Vous pouvez nous joindre par téléphone au 613 738-6400 du lundi au vendredi, de 8 heures à 20 heures, et le samedi, de 9 heures à 15 heures. Si vous souhaitez payer par carte de crédit, veuillez appuyer sur le 7. Si vous avez déjà payé votre solde, ou si vous avez des questions veuillez appuyer sur le 9.

*If customer pressed 7*

## **TRANSFER**

Merci. Nous acheminons votre appel à notre système de paiement automatisé.  
Ne quittez pas.

*If customer pressed 9*

**TRANSFER**

Merci. Votre appel sera transféré à un représentant du service à la clientèle dans quelques instants.

*Did not press 7 or 9 then repeats from MAIN CONTENT 1 up to 3 times before closing*

**CLOSING**

Merci et au revoir.

*Pressed 2 on proper party validation*

**CLOSING 1**

Ceci est un appel urgent au sujet du compte d'Hydro Ottawa rattaché au [insérer l'adresse]. Veuillez demander à la personne responsable de ce compte de nous appeler le plus rapidement possible au numéro 613 738-6400. Nous sommes ouverts du lundi au vendredi, de 8 heures à 20 heures, et le samedi, de 9 heures à 15 heures. Merci et au revoir.

*Did not press 1 or 2 for proper party validation*

**CLOSING 2**

Merci et au revoir.

---

Voice Mail Content French

**GREETING**

Ceci est un appel important d'Hydro Ottawa, votre fournisseur d'électricité. Hydro Ottawa est située au 2711 chemin Hunt Club, Ottawa (Ontario) K1G 5Z9, et nous pouvons être joints au 613 738-6400.

**MAIN CONTENT**

Ceci est un appel urgent au sujet du compte d'Hydro Ottawa rattaché au [insérer l'adresse]. Veuillez demander à la personne responsable de ce compte de nous appeler le plus rapidement possible au numéro 613 738-6400. Nous sommes ouverts du lundi au vendredi, de 8 heures à 20 heures, et le samedi, de 9 heures à 15 heures.

**CLOSING**

Merci et au revoir.



1 **INTERROGATORY RESPONSE - VECC-19**

2 **1.0-VECC-19**

3 **EXHIBIT REFERENCE:**

4 **Exhibit 1, Tab 1, Schedule 10, Attachment C**

5  
6 **SUBJECT AREA: Productivity**

7  
8 a) What are the annual savings expected from the automated net metering billing  
9 solution?

10  
11 b) What is the annual (amortized) cost of this program?

12  
13 **RESPONSE:**

14  
15 a) The annual savings expected from the automated net metering billing solution is  
16 approximately \$20,000. This value is based on the number of net metering customers as  
17 of May 2020.

18  
19 b) The annual cost as of May 2020 is approximately \$63,000.

**INTERROGATORY RESPONSE - VECC-20**

**1.0-VECC-20**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 11 pages 5-**

**SUBJECT AREA:** Administration

- a) Please provide a copy of the most recent edition of the low-income support brochure distributed by HOL.

**RESPONSE:**

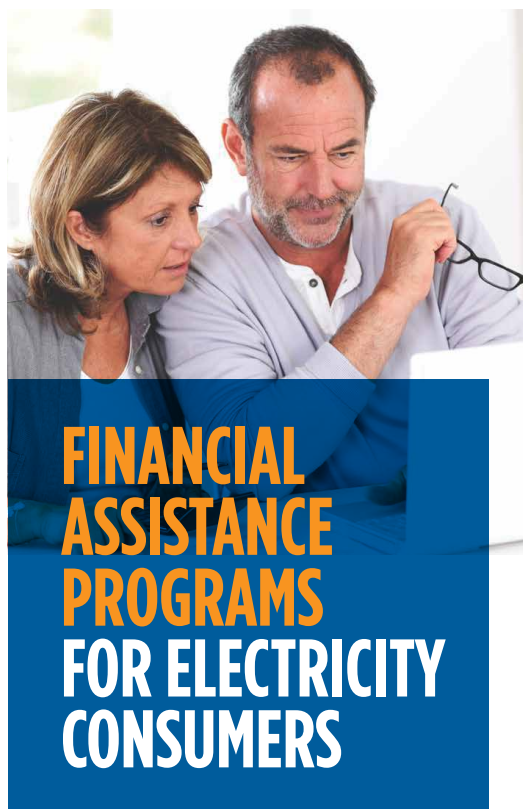
- a) Hydro Ottawa's bilingual Financial Assistance brochure includes information on a number programs and services. A copy is appended as Attachment VECC-20(A): Hydro Ottawa Brochure - Financial Assistance Programs for Electricity Consumers.

Copies of the brochure are available on the utility's website at the following links:

<https://static.hydroottawa.com/documents/residential/Hydro-Financial-Assistance-AODA-EN.pdf>

<https://static.hydroottawa.com/documents/residential/Hydro-Financial-Assistance-AODA-FR.pdf>

Hard copies of the brochure are made available to customers upon request.



A number of special programs are available to help customers having difficulty paying their electricity bills.



## LEAP

### Low-Income Energy Assistance Program (LEAP)

If you're behind on your electricity bill and face having your service disconnected, you may qualify for emergency financial help through the Ontario Energy Board's Low-income Energy Assistance Program (LEAP).

- LEAP provides a one-time payment of up to \$500 (\$600 if your home is heated electrically) per calendar year, which is automatically credited to your electricity bill.
- Eligibility is based on the combined household income and how many people live in your house. Your household's income must be at or below the Statistics Canada Low-Income Measure (LIM), after tax, to qualify for assistance. The Ontario Child Benefit, Canada Child Benefit, and Universal Child Care Benefit are excluded when calculating income eligibility.
- The assistance is only available if you are behind on your bill – or in arrears – and may face having your service disconnected.
- You cannot receive more money than the current outstanding balance on your electricity bill.
- The one-time payment is meant to provide emergency relief. It is not intended to provide regular or ongoing bill payment assistance.
- To apply, visit your local social service agency partner. Listings may be found at [www.cominfo-ottawa.org/main\\_eng.html](http://www.cominfo-ottawa.org/main_eng.html) or by calling 211. These agencies will help you complete your application and will notify you upon its assessment. If approved, the agency will make a direct payment to Hydro Ottawa on your behalf.



### Ontario Electricity Support Program (OESP)

The Ontario Electricity Support Program (OESP) provides monthly on-bill credits for lower-income customers to reduce their electricity bills.

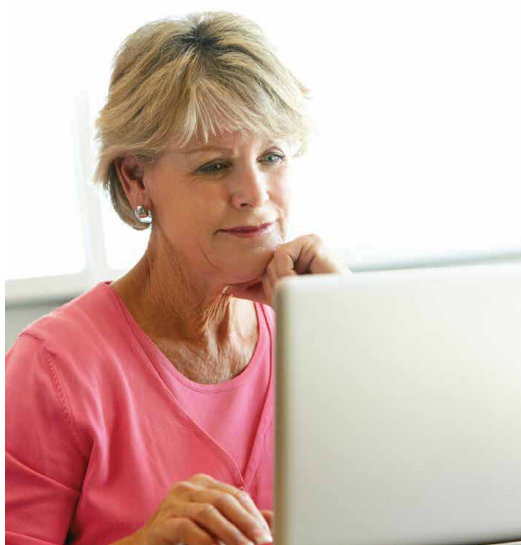
- A monthly on-bill credit of between \$35 and \$75 is available based on household income and the number of people in the home.
- Eligibility is based on the combined household income and how many people live in your house.
- If your home is electrically heated, or you rely on certain medical devices requiring a lot of power, the OESP offers a higher level of assistance.
- To receive the OESP credit, you must apply to the program. To apply or to find out if you qualify, visit [OntarioElectricitySupport.ca](http://OntarioElectricitySupport.ca) or call 1-855-831-8151.
- Applications can take anywhere between four to six weeks to process. If you qualify, the credit will appear directly on your electricity bill in about six to eight weeks after you have been approved.

# HAP

## Save on Energy Home Assistance Program (HAP)

The Save on Energy Home Assistance Program (HAP) offers free energy-efficiency upgrades for eligible homeowners, tenants and social housing providers, as well as an in-home energy assessment to help uncover more ways to save. The HAP is offered by the Independent Electricity System Operator (IESO).

- Available upgrades include ENERGY STAR®-certified LED light bulbs, power bars with timers, high-efficiency showerheads (standard and handheld), aerators (kitchen and bathroom), drying racks, an energy-efficient refrigerator, a window air conditioner, additional attic or basement insulation, and weatherstripping around doors and windows.
- Eligibility is based on the combined household income and how many people live in your home.
- For more information about how you can participate, visit [SaveonEnergy.ca](http://SaveonEnergy.ca) or call 1-855-591-0877.



# AFT

## Affordability Fund Trust (AFT)

The Affordability Fund Trust (AFT) provides free energy-saving upgrades to eligible residential customers who do not qualify for low-income financial assistance programs. The AFT can help you lower your home's energy use and your electricity bill.

- If you qualify for assistance you will receive one of three energy efficiency improvement packages. The level you qualify for depends on your net income and average electricity bill.
- Depending on the level of support, you may receive an in-home visit from a Home Energy Advisor, a Home Energy Plan and upgrades that include ENERGY STAR® appliances, insulation, and/or an ENERGY STAR® heat pump.
- If you own, rent, or lease a primary residence in Ontario and you are the electricity account holder you are eligible.
- You can self-enroll online at [AffordabilityFund.org](http://AffordabilityFund.org) or call 1-855-494-FUND (3863).



## Other Programs

- You may sign up for an Equal Payment Plan (EPP), which allows you to spread your annual electricity costs evenly throughout the year for easier budgeting and a more predictable monthly bill.
- Arrears Payment Agreements (APA) are available. These Agreements allow residential customers more time to pay outstanding balances in order to avoid disconnection.
- Hydro Ottawa offers a number of energy saving tips as a way of helping customers reduce their electricity use. Visit [hydroottawa.com/tips-tools](http://hydroottawa.com/tips-tools) for more information.

## Contact Us

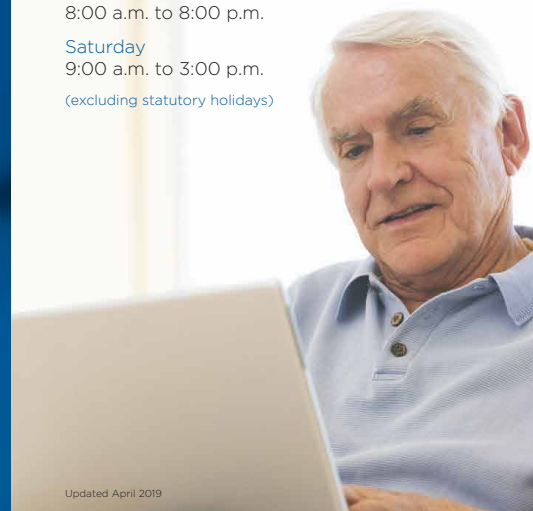
[www.hydroottawa.com/contact](http://www.hydroottawa.com/contact)

Telephone  
613-738-6400

Monday to Friday  
8:00 a.m. to 8:00 p.m.

Saturday  
9:00 a.m. to 3:00 p.m.

(excluding statutory holidays)



Updated April 2019

**INTERROGATORY RESPONSE - VECC-21**

**1.0-VECC-21**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, Attachment C, page 36 / Schedule 12, Attachment C**

**SUBJECT AREA: Scorecard**

a) Did HOL undertake a survey of performance scorecards used by Ontario LDCs? If yes, please provide the results of that analysis.

b) Is the scorecard shown in Table 1 at Schedule 12 (page 2) to be used in addition to that shown at Schedule 10, Attachment C?

**RESPONSE:**

a) It is unclear to Hydro Ottawa whether this interrogatory is referring to the annual Electricity Utility Scorecard prepared for each Ontario distributor by the OEB, or to performance scorecards that are customized by individual distributors in accordance with the requirements set forth in the *Handbook for Utility Rate Applications*.<sup>1</sup>

If the intended meaning is the former, then yes, Hydro Ottawa has analyzed the Electricity Utility Scorecard results for select Ontario distributors and has compared its own performance to that of its peers. This analysis is outlined in Attachment 1-1-12(C): Electricity Utility Scorecard.

If the intended meaning is the latter, Hydro Ottawa's response is likewise in the affirmative, with the qualification that its review of the custom performance scorecards of select Ontario distributors was informal and qualitative. Hydro Ottawa reviewed the

---

<sup>1</sup> Ontario Energy Board, *Handbook for Utility Rate Applications* (October 13, 2016), page 26.

1 custom performance scorecards included in the recent Custom IR rate applications of  
2 Hydro One Networks<sup>2</sup> and Toronto Hydro<sup>3</sup>, along with the portions of the record in those  
3 proceedings relating to the custom scorecards. Similarly, Hydro Ottawa reviewed the  
4 OEB's findings on those scorecards in its Decisions on the respective applications. This  
5 review helped to inform the development of certain aspects of the Custom Performance  
6 Scorecard included in this Application as part of Exhibit 1-1-11: Proposed Annual  
7 Reporting – 2021-2025.

8

9 b) The intended meaning of this interrogatory is unclear. The question refers to a scorecard  
10 shown in "Schedule 10, Attachment C" in the Application. However, this particular piece  
11 of evidence does not include any scorecard. Rather, it is a copy of the 2018 version of  
12 the report prepared by Hydro Ottawa summarizing various initiatives that the utility has  
13 undertaken which align with the core performance outcomes under the Renewed  
14 Regulatory Framework.

15

16 To confirm, "Table 1 at Schedule 12 (page 2)" displays the results achieved by Hydro  
17 Ottawa under specific performance categories in the annual Electricity Utility Scorecard  
18 published by the OEB. More specifically, Table 1 summarizes the utility's results in  
19 categories for which there are targets and indicates whether a target was met or not met  
20 during the 2014-2018 period. The table also shows the five-year trending in the utility's  
21 performance.

22

23 As stated by Hydro Ottawa in Exhibit 1-1-11: Proposed Annual Reporting – 2021-2025,  
24 in addition to its customized mechanisms for annual reporting, the utility will comply with  
25 mandatory reporting mechanisms that are applicable to all electricity distributors, such  
26 as the annual Electricity Utility Scorecard and RRR requirements, throughout the  
27 duration of its five-year rate term.

---

28 <sup>2</sup> Hydro One Networks Inc., *2018-2022 Custom Incentive Rate-setting Distribution Rate Application*, EB-2017-0049  
29 (March 31, 2017).

30 <sup>3</sup> Toronto Hydro-Electric System Limited, *2020-2024 Custom Incentive Rate-setting Distribution Rate*  
31 *Application*, EB-2018-0165 (August 15, 2018).

**INTERROGATORY RESPONSE - VECC-22**

**1.0-VECC-22**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 10, Attachment C, page 36**

**SUBJECT AREA: Custom Performance Scorecard**

a) Why are scheduled appointments or telephone calls answered on time (as defined by the Board) not part of the Utility's scorecard?

b) Why is billing accuracy (as measured by customer complaints or some similar measure) not included in the customer satisfaction metric?

c) Why are the numbers of customer complaints received annually not included as a metric?

d) Please provide a list of the customer call and on-line categories used by HOL to analyze customer interactions.

e) Please provide HOL's 2019 customer call centre and on-line interaction reports provided to management in 2019.

---

**RESPONSE:**

a) Hydro Ottawa has not included Scheduled Appointments Met On Time or Telephone Calls Answered On Time as part of its proposed Custom Performance Scorecard described in Exhibit 1-1-11: Proposed Annual Reporting - 2021-2025, as both of these measures are included on the annual Electricity Utility Scorecard. They are therefore already currently tracked and monitored by Hydro Ottawa on a yearly basis. In addition, Hydro Ottawa considers itself to be a high performer in both of



1 these areas and consistently exceeds the OEB's targets. For further information and  
2 analysis of Hydro Ottawa's performance in these two specific areas, please refer to  
3 sections 3.1.2 and 3.1.3 of Attachment 1-1-12(C): Electricity Utility Scorecard.

4  
5 For a copy of Hydro Ottawa's 2018 Electricity Utility Scorecard, please see the  
6 OEB's website.<sup>1</sup>

7  
8 b) Similar to the response provided in part (a) above, Billing Accuracy has not been  
9 included as part of Hydro Ottawa's proposed Custom Performance Scorecard, as it  
10 is already included as a metric in the Customer Satisfaction section of the annual  
11 Electricity Utility Scorecard. Hydro Ottawa consistently exceeds the OEB's Billing  
12 Accuracy target of 98%, and monitors its results annually. For a comprehensive  
13 analysis of Hydro Ottawa's Billing Accuracy performance, please refer to section  
14 3.2.2 of Attachment 1-1-12(C): Electricity Utility Scorecard.

15  
16 c) The rationale for the proposed inclusion of the various measures comprising Hydro  
17 Ottawa's proposed Custom Performance Scorecard are outlined in detail in section  
18 3.1.2 of Exhibit 1-1-11: Proposed Annual Reporting - 2021-2025. In addition, it must  
19 be noted that a large number of customer complaints are associated with issues that  
20 are outside of Hydro Ottawa's control. Taken together, the utility believes that these  
21 reasons provide a robust basis for the proposed contents of the Custom  
22 Performance Scorecard.

23  
24 d) For all customers contacting Hydro Ottawa's customer service department by phone  
25 or by email, the customer interactions are sorted into the following categories:

- 26
- Account Maintenance
  - Billing Inquiry
  - Critical Care Letter
  - Account Confirmation Letter

27 <sup>1</sup> <https://www.oeb.ca/documents/scorecard/2018/Scorecard%20-%20Hydro%20Ottawa%20Limited.pdf>.



- Conservation Demand Management
- Send Start Pre-Authorized Payment Letter
- Collections/Severance
- Deposit Inquiry
- Document Request
- Escalations
- Forestry
- High Bill Inquiry
- Other
- Outages
- Pre-Authorized Payments/Equal Monthly Payment Plan
- Payment
- Rate Application
- Return Mail
- Social Media Inquiry
- Send Budget
- Home Energy Reports
- IVR Self-Serve
- Landlord Notification by Email
- Landlord Notification by Letter
- Landlord No Notification
- Landlord Reversions
- Move In/Move Out
- MyAccount
- Next Level Complaint
- Operations
- Scam
- Social Assistance
- Surveys
- Usage Inquiry

1  
2  
3  
4  
5

e) Please see Attachment VECC-22(A): 2019 Customer Satisfaction Call Survey Results for the information provided to Hydro Ottawa management for 2019. Note that Hydro Ottawa is proposing to begin reporting online interactions as of 2021, and did not have a comprehensive report of online interactions in 2019.

# Customer Satisfaction (CSAT) Call Survey Results

## Survey Period - December 2019

Multiple values

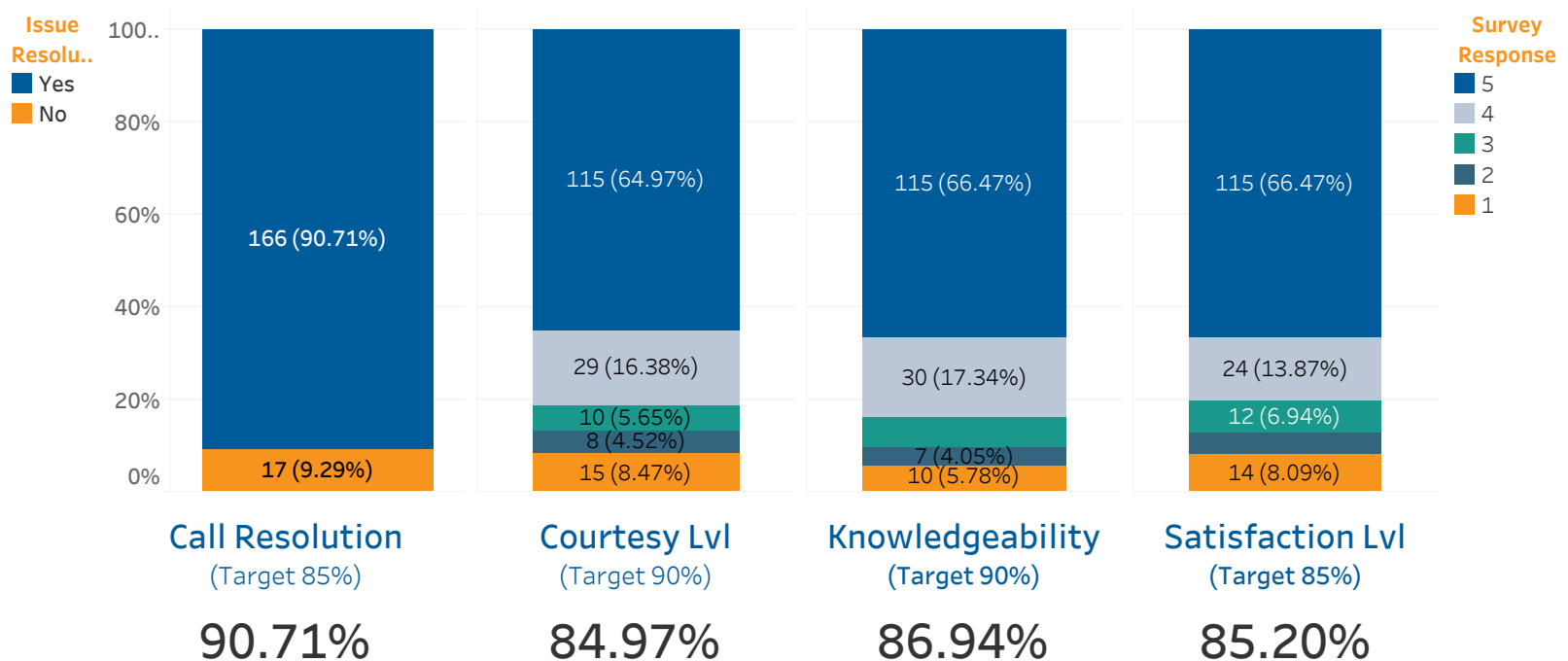
### Data Definitions:

**Surveys Sent:** Total Number of Call Surveys sent (~15% of call volume) for the month (Includes Live Answer and Machine/No Answer responses)

**Customer Contact:** Total Number of Live Answers for the month

**Survey Response:** Number of Responses to Live Answers (Includes customers that started and/or completed the survey) ..

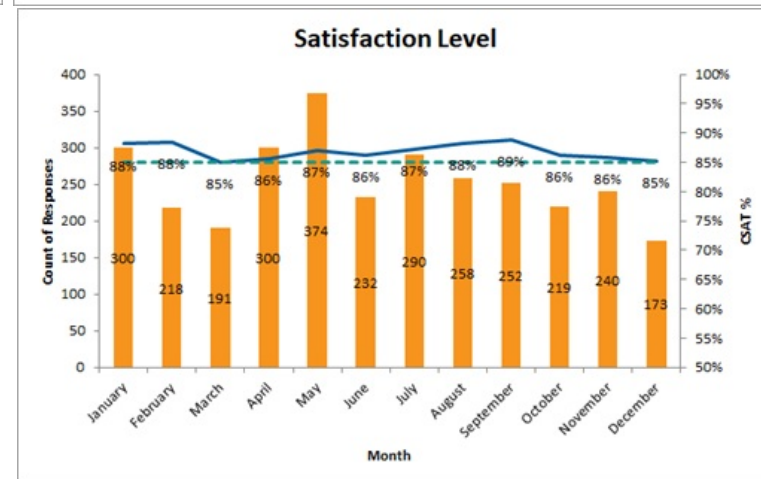
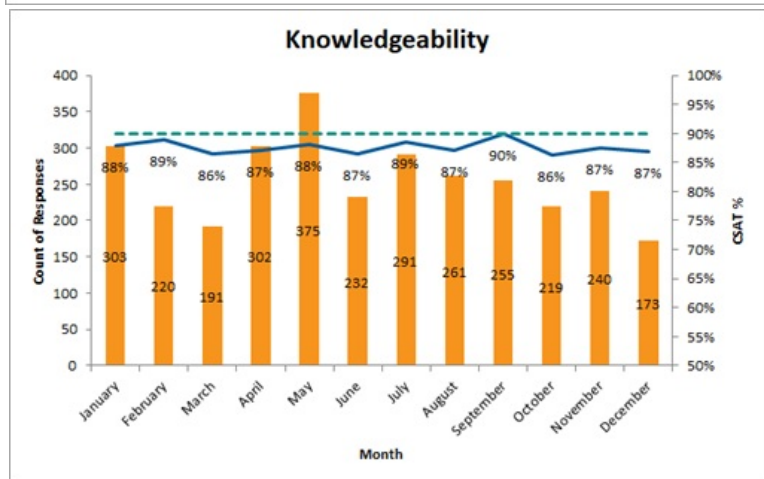
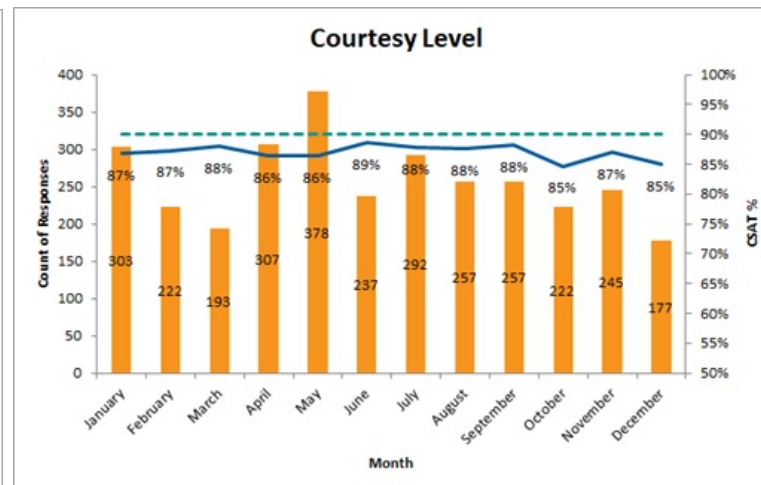
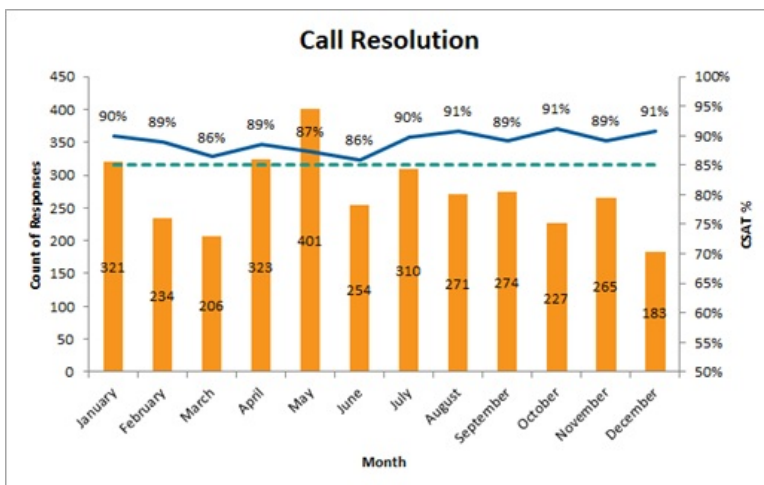
Surveys Sent	Customer Contact	Survey Response	Response Rate
2.042	1.398	185	9.06%



# CUSTOMER SERVICE CALL SURVEYS - DECEMBER 2019

Data source provided by Touchlogic

## VOICE OF THE CUSTOMER



# of responses CSAT Target

## **INTERROGATORY RESPONSE - VECC-23**

### **1.0-VECC-23**

#### **EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 11 pages 5-**

#### **SUBJECT AREA: Reliability**

- a) With respect to outages by cause code monitored by HOL does the Utility agree that the two most controllable by management are scheduled outages and outages due to defective equipment? If not please provide in order of most controllable to least, the outage types (code) HOL believes it has the best ability to control.
- b) Why does the scorecard not track outages due to defective equipment (frequency and duration) and the duration of scheduled outages? Does HOL agree that these metrics might be useful in customers understanding how effective is the Utility's capital program? If not please explain why not?
- c) Why has HOL not included the industry standard SAIDI and SAIFI metrics OEB in its scorecard?

---

#### **RESPONSE:**

- a) No, Hydro Ottawa disagrees that with respect to outages by cause code, scheduled outages and outages due to defective equipment are the two most within the utility's control. Please see Table A below for Hydro Ottawa's ranking of outage type cause codes in order of most controllable to least.

**Table A – Controllability Ranking of Outage Cause Codes**

Rank of Control	Cause Code
1	Scheduled Outages
2	Human Element
3	Defective Equipment
4	Foreign Interference
5	Loss of Supply
6	Adverse Environment
7	Adverse Weather
8	Lightning
9	Unknown

- b) The rationale for the proposed inclusion of the various measures comprising Hydro Ottawa's Custom Performance Scorecard is outlined in detail in section 3.1.2 of Exhibit 1-1-11: Proposed Annual Reporting – 2021-2025. Taken together, the utility believes that the reasons set forth in this section of Exhibit 1-1-11 provide a robust basis for the proposed contents of the Custom Performance Scorecard.

In addition, Hydro Ottawa has submitted evidence in this Application attesting to the utility's strong reliability performance over the past five years. For example, over the 2014-2018 period, Hydro Ottawa consistently achieved its distributor-specific targets for SAIDI and SAIFI. In many instances, these targets were exceeded. (For further details, please see Attachment 1-1-12(C): Electricity Utility Scorecard and Exhibit 2-4-6: Service Quality and Reliability Performance). Accordingly, in assessing which potential measures to incorporate into its Custom Performance Scorecard so as to maximize value for customers and to the utility for purposes of continuous improvement, Hydro Ottawa took the view that it would be more worthwhile to include performance measures related to system reliability separate and apart from those falling under the SAIDI and SAIFI umbrella.

- Hydro Ottawa does not foreclose the possibility that the metrics identified by VECC may have merit in assisting customers with understanding their utility's performance, including as it relates to the effectiveness of the utility's capital program. However, Hydro Ottawa believes that the measures proposed for inclusion in its Custom Performance Scorecard (not only in the System Reliability reporting category, but also in the Cost Control and Financial Metrics categories), along with other annual reporting set to be undertaken by the utility over the 2021-2025 period, will provide customers with a strong platform from which to evaluate the utility's capital program.
- c) Hydro Ottawa has not included SAIFI and SAIDI in its proposed Custom Performance Scorecard because the utility already complies with mandatory reporting on SAIFI and SAIDI that is applicable to all electricity distributors – namely, the annual Electricity Utility Scorecard and Reporting and Record Keeping Requirements.

**INTERROGATORY RESPONSE - VECC-24**

**1.0-VECC-24**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 11 page 5 / Attachment C, pages 33-**

**SUBJECT AREA: Custom Performance Scorecard**

- a) Why does the scorecard have no metrics which measures the efficiency of implementation of the capital budget.
- b) What management controls are used to monitor the budget to actuals for capital projects?
- c) HOL discusses DSP implementation progress at Attachment C (pages 33 -40). Do the achieved results discussed represent monies spent as compared to annual total capital budget? However it is not clear whether HOL tracks the accuracy of its capital program (whether what was planned was done) or the accuracy of the programs planned and done (budget versus actual by project)? Please describe if and how both types of variances are addressed in the capital programs.

**RESPONSE:**

- a) There is a metric which measures the efficiency of the implementation of the capital budget which is included in Hydro Ottawa's performance reporting, as part of the utility's annual Electricity Utility Scorecard issued by the OEB. It is reported under the performance measure entitled "Distribution System Plan Implementation Progress." Hydro Ottawa first began reporting against this measure on its Electricity Utility Scorecard in 2013. For more information, please refer to Attachment 1-1-12(C): Electricity Utility Scorecard.

- 1     b) Management reviews the budget to actuals for capital projects regularly and also  
2         reviews the actuals compared to historical averages to ensure cost control is in place.  
3         Any significant variances are reviewed and explained.  
4
- 5     c) The DSP implementation progress measure represents the actual spending as  
6         compared to the annual total budget for the System Service and System Renewal  
7         investment categories, excluding Emergency Renewal. The mix of actual projects  
8         completed can vary from the budget project assumptions in response to factors such as  
9         resource availability, project reprioritization, variation in costs versus initial estimates,  
10        and project scope adjustments.



## INTERROGATORY RESPONSE - VECC-25

### 1.0-VECC-25

#### EXHIBIT REFERENCE:

**Exhibit 1, Tab 1, Schedule 8, page 13/ Schedule 11 pages 5-**

SUBJECT AREA: Custom Performance Scorecard

a) Why do none of the new performance measures shown in Table 2 have quantitative objectives?

#### RESPONSE:

a) As explained in Exhibit 1-1-11: Proposed Annual Reporting – 2021-2025, 16 of the performance measures proposed for inclusion in the Custom Performance Scorecard are “new,” insofar as this Application represents the first instance in which Hydro Ottawa is proposing to formally report against their progress to the OEB.

The absence of quantitative targets for these measures is attributable to several factors. First, as stated in Exhibit 1-1-11, “targets for each measure were informed by recent historical data. It is generally Hydro Ottawa’s intent for the targets to be assessed as five-year targets, stretching over the duration of the 2021-2025 rate period. Where possible and appropriate, the utility has provided specific, quantitative targets for particular measures. As Hydro Ottawa progresses through each year of its rate term, it will continue to assess the feasibility of setting annual targets for other measures.”<sup>1</sup>

Secondly, as explained in the utility’s response to interrogatory OEB-52, where it is feasible to assign a quantitative target to a performance measure, Hydro Ottawa’s corporate practice is to update these values on an annual basis. Target values are approved by the utility’s Board of Directors in Q4 of the year preceding the year in which

---

<sup>1</sup> Exhibit 1-1-11: Proposed Annual Reporting – 2021-2025, page 4.

1        those targets are in effect (e.g. targets for 2021 will be approved by the Board of  
2        Directors in Q4 2020). This approach helps to ensure that the annual targets for  
3        productivity and performance measures are informed to the maximum extent possible by  
4        the previous year's performance.

**INTERROGATORY RESPONSE - VECC-26**

**1.0-VECC-26**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 12 page 17**

**SUBJECT AREA: Custom Performance Scorecard**

a) What are the costs categories that are included in the “Technology Infrastructure Cost per Employee”?

**RESPONSE:**

a) The cost categories that are included in “Technology Infrastructure Cost per Employee” are IT Maintenance Contracts, IT Subscriptions, and Depreciation from computer software and hardware.

**INTERROGATORY RESPONSE - VECC-27**

**1.0-VECC-27**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 12, Attachment C, page 21**

**SUBJECT AREA: Performance Measures**

a) What scorecard metric is being proposed to monitor the level of public safety awareness which HOL notes as being behind in performance as compared to its peer group?

b) Why is level of compliance with Ontario Regulation 22/04 not part of the proposed scorecard?

---

**RESPONSE:**

a) Hydro Ottawa has not included a metric for public safety awareness in its proposed Custom Performance Scorecard, as the utility already complies with mandatory reporting on the level of public safety awareness that is applicable to all electricity distributors. Reporting mechanisms already exist through the annual Electricity Utility Scorecard as well as the Reporting and Record Keeping Requirements ("RRRs"). Hydro Ottawa intends to continue monitoring and assessing its performance in this area. As noted in Attachment 1-1-12(C): Electricity Utility Scorecard, Hydro Ottawa's goal is to incrementally increase its public safety awareness score from 70% to 77% by 2022.

b) The level of compliance with Ontario Regulation 22/04 is not part of the proposed Custom Performance Scorecard, seeing as it is already reported annually in the RRRs and is included as a metric on the annual Electricity Utility Scorecard.

**INTERROGATORY RESPONSE - VECC-28**

**1.0-VECC-28**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 12, Attachment E**

**SUBJECT AREA: Total Cost and Reliability Benchmarking**

a) What evidence, other than statistical correlation, does Clearspring have that elevation is a cause of incremental distribution costs?

b) What evidence does Clearspring have that forestry costs are a significant portion of a utility's cost of service?

---

**RESPONSE:**

The Exhibit reference in this interrogatory appears to be incorrect. Hydro Ottawa is interpreting the question as referring to Attachment 1-1-12(A): Econometric Benchmarking Study of Hydro Ottawa's Total Cost and Reliability.

a) It may be helpful to clarify that the actual variable is the standard deviation of elevation. Clearspring's evidence is on a common-sense basis supported by statistical analysis. A service territory with a higher standard deviation of elevation will be "hillier" and less flat. Changes in terrain elevation are likely to create more challenges for utilities than flat land with relatively few hills and elevation changes.

b) Vegetation management and the outages caused by vegetation are known to be cost challenges for distribution utilities. Beyond this, Clearspring has the statistical correlation that the higher a service area is forested, the higher its costs will tend to be. The t-statistic in the total cost model on the % forestation variable is a robust 16.08 with a p-value of 0.000. This implies that, statistically speaking, Clearspring is

- 31            99.999% certain that higher forestation levels are correlated with higher cost levels
- 32            for distribution utilities.

**INTERROGATORY RESPONSE - VECC-29**

**1.0-VECC-29**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 12, Attachment E, page 8**

**SUBJECT AREA: Total Cost and Reliability Benchmarking**

a) Please confirm (or comment otherwise) that the summary of benchmarking results shows a worsening of performance over the term of the rate plan as measured by the predicted to actual total costs of the model.

**RESPONSE:**

a) Yes, Hydro Ottawa acknowledges that the PEG forecast results show a worsening performance over the term of the rate plan.

However, for the reasons outlined in Attachment 1-1-12(E): PEG Benchmarking Forecast, Hydro Ottawa respectfully submits that, relative to the PEG model, the study prepared by Clearspring is better-suited to providing an accurate, effective assessment of Hydro Ottawa's efficiency. Clearspring's analysis is an appropriate tool for evaluating the utility's total cost benchmarking performance and assigning the utility a stretch factor in the context of this Application. The total cost benchmarking scores for Hydro Ottawa, as provided by the Clearspring's Total Cost and Reliability Benchmarking study found in Attachment 1-1-12(A), improve over the term of the rate plan. Hydro Ottawa's total costs are projected to be 5.6% below costs (-5.6%) in 2021. By 2025, assuming all the proposed costs are approved and spent, the benchmarking score improves to -8.9%.

**INTERROGATORY RESPONSE - VECC-30**

**1.0-VECC-30**

**EXHIBIT REFERENCE:**

**Exhibit 1, Tab 1, Schedule 13**

**SUBJECT AREA: Productivity**

a) Please provide a table listing all the productivity initiatives introduced since 2016 to 2019 and the annualized savings (net of implementation costs of the initiative) for each of those initiatives.

b) Please provide a similar table which lists all the productivity initiatives expected to be implemented in 2020 to 2025 and showing the expected year of implementation and the annualized savings of the initiative.

---

**RESPONSE:**

a) Please see the response to interrogatory OEB-47.

b) Please see the response to interrogatory OEB-47.



## INTERROGATORY RESPONSE - VECC-31

### 1.0-VECC-31

#### EXHIBIT REFERENCE:

#### Exhibit 1, Tab 2, Schedule 2

#### SUBJECT AREA: Customer Engagement

a) What was the cost of all the Innovative Research survey and related work completed in support of this application?

b) How many UtilityPulse surveys have been completed since 2016? What were the costs of each of these surveys between 2016 and 2020?

#### RESPONSE:

a) Please see the response to interrogatory CCC-15.

b) The cost of each of the seven UtilityPulse surveys completed since 2016 can be found in Table A.

**Table A – Cost of UtilityPulse Surveys (2016-2019)**

Survey	2016	2017	2018	2019
Residential and Small Commercial	\$26,100	\$26,600	\$27,700	\$27,900
Large Commercial	N/A	\$22,400	\$20,700	\$20,900
<b>TOTAL</b>	<b>\$26,100</b>	<b>\$49,000</b>	<b>\$48,400</b>	<b>\$48,800</b>

It is Hydro Ottawa's plan to conduct the 2020 Residential and Small Commercial Survey in the Fall 2020 timeframe. The cost is estimated to be \$28,000.

1 **INTERROGATORY RESPONSE - VECC-32**

2 **1.0-VECC-32**

3 **EXHIBIT REFERENCE:**

4 **Exhibit 1, Tab 3, Schedule 8**

5  
6 **SUBJECT AREA:** Administration

7  
8 a) Where the solar arrays are included in rate-regulated activities approved by the  
9 Board. If yes please provide the reference docket.

10 \_\_\_\_\_  
11 **RESPONSE:**

12  
13 a) The solar arrays are not included in any of Hydro Ottawa's rate-regulated activities.

## INTERROGATORY RESPONSE - VECC-33

### 2.0-VECC-33

#### EXHIBIT REFERENCE:

**Exhibit 2, Tab 1, Schedule 1, Updated / EB-2015-0004**

#### SUBJECT AREA: Rate Base

Table 4 – 2016-2020 Settled Rate Base EB-2015-0004, page 15

	2016	2017	2018	2019	2020
<b>Average Net Asset Balance</b>	\$756,003,164	\$791,132,479	\$830,966,710	\$859,363,826	\$895,981,450
<b>Working Capital Allowance</b>	\$77,116,154	\$78,616,537	\$81,882,448	\$76,760,294	\$77,819,785
<b>Rate Base</b>	\$833,119,318	\$869,749,016	\$912,849,158	\$936,124,120	\$973,801,235

a) Please reconcile the \$833,119,318 2016 Rate Base approved in the EB-2015-0004 Settlement with the 852,612,000 shown in Table 3 (Updated).

#### RESPONSE:

a) Table A below provides a reconciliation<sup>1</sup> of \$833,119,318 2016 Rate Base approved in Hydro Ottawa's Approved Settlement Agreement,<sup>2</sup> with the 852,612,000 shown in the updated version of Table 5 in UPDATED Exhibit 2-1-1: Rate Base Overview. The difference can be attributed to the addition of the excluded amount for the Facilities Renewal Program ("FRP") to the opening gross assets balance.

<sup>1</sup> Figures are taken from Table 3 in UPDATED Exhibit 2-1-1: Rate Base Overview, as submitted as part of this Application on May 5, 2020.

<sup>2</sup> Hydro Ottawa Limited, 2016-2020 Custom Incentive Rate-Setting Approved Settlement Proposal, EB-2015-0004 (December 7, 2015).

1 **Table A – Adjustment to 2016 Approved Rate Base to Include FRP (\$'000s)**

	2016 Approved Rate Base	FRP	Adjusted to Include FRP
Opening Gross Assets	\$810,428	\$19,493	\$829,921
Opening Accumulated Depreciation	\$(70,764)	\$0	\$(70,764)
<b>Opening Net Book Value 2016</b>	<b>\$739,664</b>	<b>\$19,493</b>	<b>\$759,157</b>
Closing Gross Assets	\$882,472	\$19,493	\$901,965
Net Closing Accumulated Depreciation	\$(110,130)	\$0	\$(110,130)
<b>Ending Net Book Value 2016</b>	<b>\$772,342</b>	<b>\$19,493</b>	<b>\$791,835</b>
<b>Average Net Book Value</b>	<b>\$756,003</b>	<b>\$19,493</b>	<b>\$775,496</b>
Working Capital Allowance	\$77,116	\$0	\$77,116
<b>RATE BASE</b>	<b>\$833,119</b>	<b>\$19,493</b>	<b>\$852,612</b>

2

## INTERROGATORY RESPONSE - VECC-34

### 2.0-VECC -34

#### EXHIBIT REFERENCE:

**Exhibit 2, Tab 1, Schedule 1, Updated, page 13**

#### SUBJECT AREA: Rate Base

- a) Please provide a reference for the Board working capital proportions from 7.5% to 7.52%.

#### RESPONSE:

- a) On December 22, 2015, the OEB approved Hydro Ottawa's working capital percentages as set out in Table A.<sup>1</sup> The Approved Settlement Agreement dictated that the utility would use these percentages for the years 2016-2020.<sup>2</sup> Hydro Ottawa has used the working capital allowance percentage of 7.52% for the 2020 Bridge Year in accordance with the Approved Settlement Agreement.

**Table A – 2016-2020 OEB-Approved Working Capital Factors**

	2016	2017	2018	2019	2020
Approved Working Capital %	7.89%	7.89%	7.92%	7.55%	7.52%

<sup>1</sup> Ontario Energy Board, *Decision and Order*, EB-2015-0004 (December 22, 2015).

<sup>2</sup> Hydro Ottawa Limited, *2016-2020 Custom Incentive Rate-Setting Approved Settlement Proposal*, EB-2015-0004 (December 7, 2015) pages 15-16.

## INTERROGATORY RESPONSE - VECC-35

### 2.0-VECC-35

#### EXHIBIT REFERENCE:

**Exhibit 2, Tab 1, Schedule 1, Attachment A, Updated**

SUBJECT AREA: Facilities Renewal Program

**Table 8 – Summary of Project Costs**

	EB-2015-0004 Submitted	SIOC Approved Budget	EB-2015-0004 Approved	Updated Estimate	SIOC Re-Confirmed	EB-2019-0261 Final Cost
<b>Total Project</b>						
- Land	\$19,514	\$19,514	\$15,000	\$19,514	\$19,514	\$19,495
- Construction	\$68,903	\$76,986	\$51,000	\$105,186	\$76,986	\$76,527
	<b>\$88,417</b>	<b>\$96,500</b>	<b>\$66,000</b>	<b>\$124,700</b>	<b>\$96,500</b>	<b>\$96,022</b>
- Interest & O/H	\$3,930					\$3,522
<b>TOTAL</b>	<b>\$92,347</b>					<b>\$99,544</b>
	April 29, 2015	Sept. 22, 2015	Dec. 20, 2015	Jan. 20, 2016	Feb. 3, 2016	Sept. 30, 2019

**Table 9 – Final Building(s) Cost Compared to Quantity Survey Estimate**

(\$)	Quantity Survey May 18, 2016	Final Actual Cost	Variance	Variance %
<b>East Campus</b>				
EC-1	\$29,087,871	\$32,629,279	\$3,541,408	12.2%
EC-2	\$9,355,861	\$7,686,656	\$(1,669,205)	(17.8)%
EC-3	\$1,828,092	\$1,989,609	\$161,517	8.8%
	\$11,183,953	\$9,676,265	\$(1,507,688)	(13.5)%
<b>Sub-Total EC</b>	<b>\$40,271,824</b>	<b>\$42,305,544</b>	<b>\$2,033,720</b>	<b>5.0%</b>
<b>South Campus</b>				
SC-1	\$18,122,397			
SC-2	\$348,605			
<b>Sub-Total SC</b>	<b>\$18,471,002</b>	<b>\$15,210,734</b>	<b>\$(3,260,268)</b>	<b>(17.7)%</b>
<b>TOTAL</b>	<b>\$58,742,826</b>	<b>\$57,516,278</b>	<b>\$(1,226,548)</b>	<b>(2.1)%</b>

a) Please explain the variance as between the \$88.417M estimate from EB-2015-0004 and the final cost of \$96.022M and by reference to the Facilities Project Update of November 2014.

**RESPONSE:**

a) At the time the \$92.347M estimate was developed for the 2016-2020 Custom IR application (\$88.417M before interest and overhead), minimal detailed design information had been prepared. As the project progressed in 2015 and 2016, cost estimates were refined as more detailed design information was developed. Project costs were closely managed and prudent decisions made to manage spending guided by the level projected over four years ago and prior to detailed design work and a competitive procurement process. The general increase in costs can primarily be attributed to inflation of construction costs, unforeseen costs related to land remediation, "protected vegetation" at field operations sites, development charges and municipal

1 requirements from the City of Ottawa, as well as technological security and operational  
2 improvements. Table A provides a summary of final cost variances as compared to the  
3 EB-2015-0004 submission.

4

5

**Table A – EB-2015-0004 Submission vs. Final Cost (\$'000s)**

	EB-2015- 0004 Submitted	EB-2019- 0261 Final Cost	Variance (\$)	Variance (%)
<b>Total Project</b>				
- Land	\$19,514	\$19,495	(\$19)	0%
- Construction	\$68,903	\$76,527	\$7,624	11%
	<b>\$88,417</b>	<b>\$96,022</b>	<b>\$7,605</b>	<b>9%</b>
- Interest & O/H	\$3,930	\$3,522	(\$408)	(10)%
<b>TOTAL</b>	<b>\$92,347</b>	<b>\$99,544</b>	<b>\$7,197</b>	<b>8%</b>

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As discussed in the response to interrogatory OEB-115, the Facilities Project Update of November 2014 was based on preliminary information and did not represent the submission that was ultimately filed in EB-2015-0004. A comparison of final costs to such numbers has not been made as Hydro Ottawa believes it would not provide a meaningful comparison.



**INTERROGATORY RESPONSE - VECC-36**

**2.0-VECC-36**

**EXHIBIT REFERENCE:**

**Exhibit 2, Tab 1, Schedule 1, Attachment A, Updated**

**SUBJECT AREA: Facilities Renewal Program**

a) Please explain why the training and fleet facilities discussed at page 42 could not be accommodated at either of the two new facilities.

b) Please explain what fleet facilities are being discussed at this reference.

c) What was the original plan for the training and fleet facilities that are now planned for the Bank Street location?

---

**RESPONSE:**

a) Hydro Ottawa interprets this question as referencing page 52, not page 42.

The training and fleet facilities, as referenced on page 52, were initially planned to be accommodated at the new facilities. However, in order to control overall project costs, it was decided by the Executive Management Team and the Strategic Initiatives Oversight Committee of the Board of Directors to retain the Bank Street facility for training centre and fleet servicing purposes instead of building new facilities for these functions. This decision resulted in overall lower costs for the functionality provided.

b) Bank Street includes the following fleet-related facilities:

- indoor garage and maintenance facilities including service bays;
- equipment for fleet repairs and maintenance;
- fleet office;

- 1       • parts warehouse;
- 2       • wash bay for fleet washing;
- 3       • small engine shop with fleet equipment storage;
- 4       • line toll repair/testing facility; and
- 5       • parking area for vehicles awaiting service.

6

7       c) The original plan for fleet and training facilities that have remained at the Bank Street

8       location was to incorporate their space requirements as part of the new buildings at the

9       East Campus and South Campus. A new Fleet Maintenance Garage would have

10      required expanded Operations facilities at South Campus and Training would have

11      required dedicated space in the East Campus.

12

13      A contributing factor to a higher cost fleet garage at South Campus was a high roof

14      design required in a portion of the building to allow booms to be unfolded indoors for

15      fleet technicians to perform full boom inspections, even during inclement days. Retaining

16      the Bank Street facility enabled Hydro Ottawa to avoid this incremental cost.

**INTERROGATORY RESPONSE - VECC-37**

**2.0-VECC -37**

**EXHIBIT REFERENCE:**

**Exhibit 2, Tab 1, Schedule 1, Attachment A, page 46-, Updated**

**SUBJECT AREA: Facilities Renewal Plan**

a) Please provide the floor plans for the office space EC-1/2/3 and SC-1.

**RESPONSE:**

a) Given that utilities are under heightened threats of both cyber and physical attacks around the world, Hydro Ottawa will not make floor plans for any of its facilities publicly available.

**INTERROGATORY RESPONSE - VECC-38**

**2.0-VECC -38**

**EXHIBIT REFERENCE:**

**Exhibit 2, Tab 1, Schedule 1, Attachment A, page 51 - Updated**

**SUBJECT AREA:** Facilities Renewal Program

a) Who owns the facilities and land for the solar field at the Hunt Club Rd. (east campus) and Dibblee Rd. (south campus) sites?

b) Please provide the total acreage of each campus and the amount of acreage used for the solar farm. Is the entire property of both campuses proposed to be in rate base?

c) Does the pond at the Dibblee Rd. site have a purpose? What is the acreage associated with the pond?

d) When were each of the Dibblee Road and Hunt Club Road properties acquired?

e) Please provide the business case which demonstrates the economic value of the solar farm providing power to the Utility buildings. *Exhibit 2-4-3: Distribution System Plan - Section 8.5.1- General Plant.*

---

**RESPONSE:**

a) Hydro Ottawa owns both the solar facilities and land at the Hunt Club Rd. and Dibblee Rd. sites.

b) Please see Table A below for site acreage. Hydro Ottawa confirms the entire solar property of both campuses is proposed to be in rate base.

**Table A – Site Acreage**

Location	Solar Field Acreage	Total Acreage
Hunt Club Rd. (East Campus)	2.52	21.08
Dibblee Rd. (South Campus)	4.20	20.26

c) The pond at Dibblee Rd. is a stormwater management facility requiring approximately 1.5 acres of land. This facility needed to be constructed, as the site is not serviced by municipal infrastructure.

d) The Dibblee Rd. property was acquired in 2012 and the Hunt Club property was acquired in 2013.

e) The solar farms were an important contributor to Hydro Ottawa achieving a LEED Gold rating for both the East and South Campuses. The solar farms contribute to, and demonstrate, the utility's commitment to reduce greenhouse gas emissions and its leadership and stewardship in promoting energy conservation through the use of renewable/clean energy. This is consistent with both Hydro Ottawa's strategic plan and the City of Ottawa's "Energy Evolution" initiative, which is described as follows:

"The action plan for how the City of Ottawa will meet the targets to reduce greenhouse gas ("GHG") emissions from the community by 100% by 2050 and from City operations by 100% by 2040. Its vision is to transform Ottawa into a thriving city powered by clean, renewable energy.

Realizing Energy Evolution's vision will require concerted efforts and collaboration across all sectors of the community. The strategy is guided by three components:

- *Reduce energy use through conservation and efficiency*
- *Increase the supply of renewable energy through local and regional production*

- *Prioritize the procurement of clean, renewable energy.*<sup>1</sup>

Overall, in addition to the economic benefits, the solar elements contribute to making the new facilities a highly sustainable, energy efficient, and an environmentally responsible workplace that promotes a healthier and more productive work environment for staff.

Table B provides the estimated generation and estimated annual electricity savings for these behind-the-meter solar arrays.

**Table B – East and South Campus Solar Generation & Annual Savings**

Location	Estimated Generation (kWh)	Estimated Annual Electricity Savings (\$)
East Campus	413,910	\$53,724
South Campus	420,967	\$54,548
<b>TOTAL</b>	<b>834,877</b>	<b>\$108,272</b>

<sup>1</sup> <https://ottawa.ca/en/living-ottawa/environment/climate-change-and-energy/energy-evolution>.

**INTERROGATORY RESPONSE - VECC-39**

**2.0-VECC -39**

**EXHIBIT REFERENCE:**

**Exhibit 2, Tab 1, Schedule 1, Attachment A, Updated**

**SUBJECT AREA: Facilities Renewal Program**

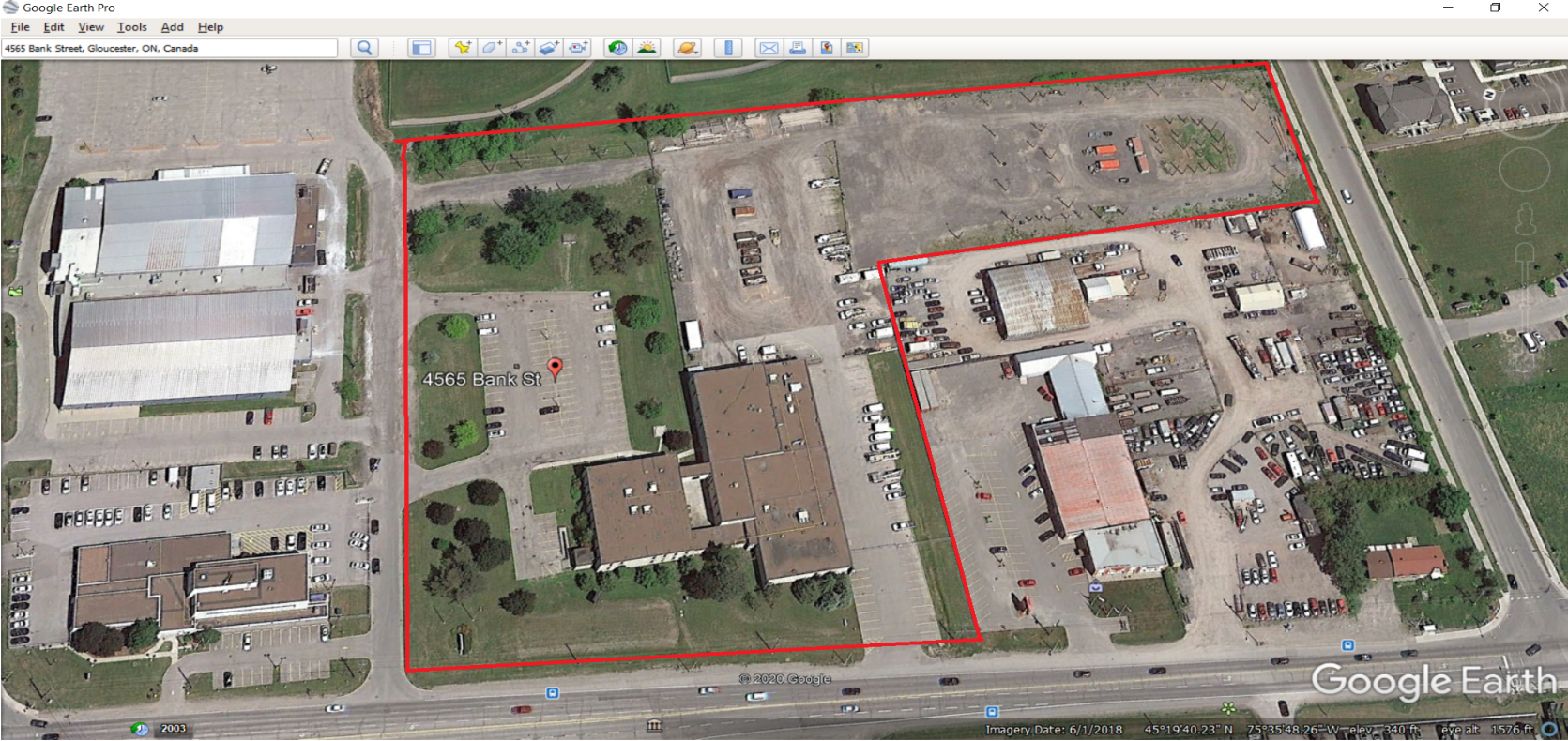
- a) What the estimated market value of the Bank Street property?
- b) What is the square footage of the office space at Bank Street?
- c) Please provide photo of the Bank Street facility showing the street access (Bank and Arena Pl) and (aerial) yard.
- d) How many people worked out of the Bank Street building prior to the completion of the two new campuses? How many will work out this building in 2021?
- e) How many parking spots are at the Bank Street site (Arena Pl. entrance)?
- f) What is the vintage of the Bank Street Building?
- g) Why was Bank Street chosen to remain in the facilities portfolio rather than Albion or Merivale Road?

**RESPONSE:**

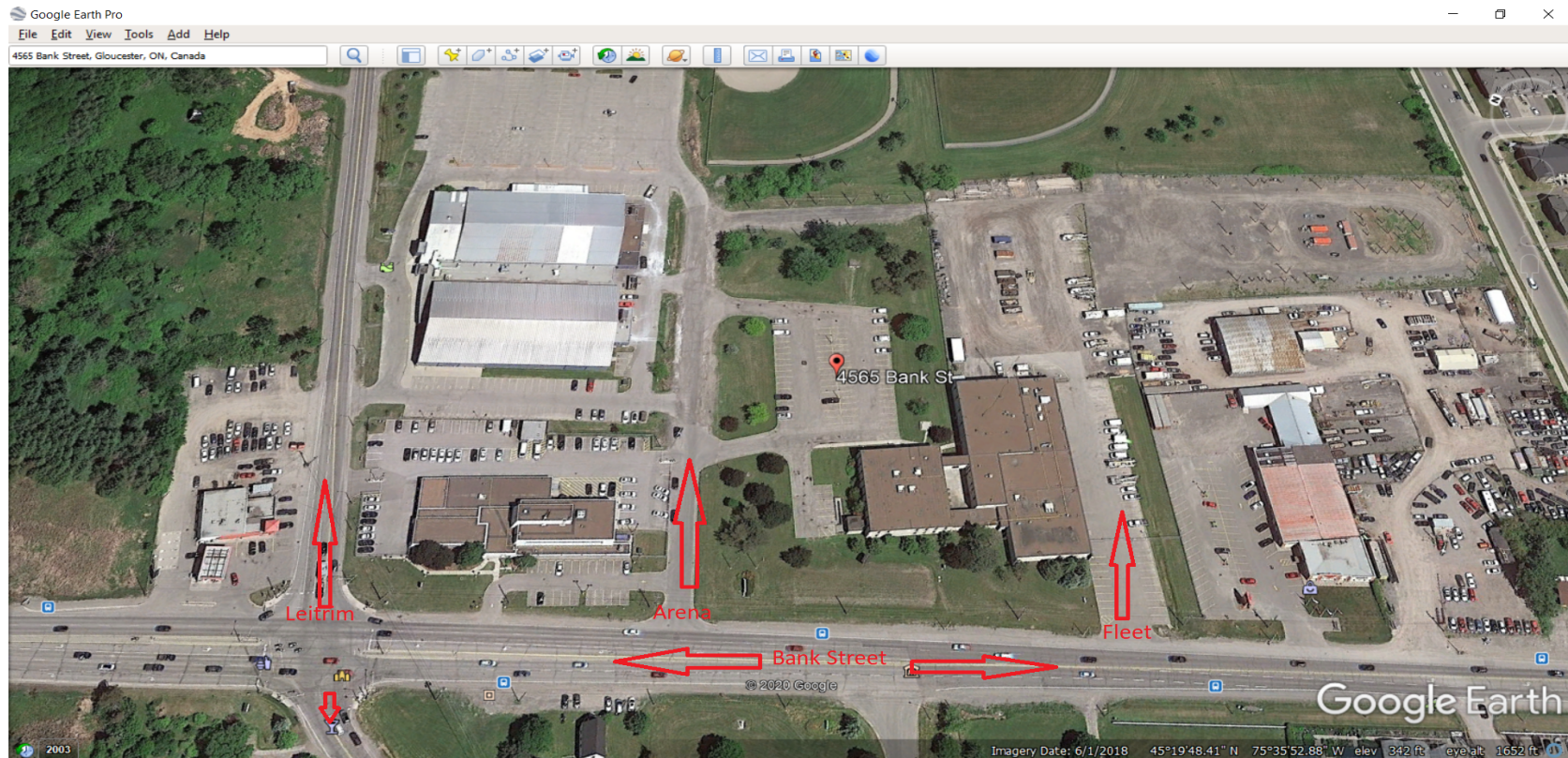
- a) Hydro Ottawa has not had this facility independently appraised and does not have an estimate of its market value.

- 1     b) Bank Street currently has 12,903 sq. feet of office space. Some of the former office  
2       space has been converted into training space.  
3
- 4     c) An aerial photo is provided as Attachment VECC-39(A): Aerial View of Bank Street  
5       Facility. Attachment VECC-39(B): Bank Street Entrances indicates the various street  
6       access points.  
7
- 8     d) The number of staff working out of the Bank Street facility has not changed as a result of  
9       the Facility Renewal Program. Twenty-seven staff worked out of the Bank Street facility  
10      prior to the completion of the two new campuses and 27 staff are expected to work out  
11      of Bank Street in 2021. This location provides the facilities for technical, operational, and  
12      management training for all Hydro Ottawa staff. In addition to the various corporate  
13      training requirements, Bank Street also provides training facilities for Algonquin College's  
14      Powerlines Technician, Power Line Maintainers, and Power Cable Apprentices  
15      programs.  
16
- 17    e) There are 119 parking spots at the Bank Street facility.  
18
- 19    f) The Bank Street facility was the former Gloucester Hydro facility. It was built in three  
20      stages. The first stage was built in 1966, the second in 1970, and the third stage in 1980.  
21
- 22    g) Bank Street is the smaller of the three facilities and was chosen to remain in the facilities  
23      portfolio (as compared to Albion Rd. and Merivale Rd.), as it was the only facility with a  
24      fleet garage. Upon amalgamation of the utilities, Bank Street was chosen as the location  
25      for the Fleet Repair and Maintenance garage and was the only location with the  
26      necessary equipment and vehicle hoists to continue serving this function. In addition, it  
27      was an important safety concern to move the large vehicle traffic away from the Albion  
28      facility which was located in a residential area. The Bank Street facility could also better  
29      accommodate the specific space and facility needs for training. Office space at the  
30      Albion and Merivale facilities was too large to retain for training needs only.









**INTERROGATORY RESPONSE - VECC-40**

**2.0-VECC-40**

**EXHIBIT REFERENCE:**

**Exhibit 2, Tab 1, Schedule 1, Attachment A, Updated**

**SUBJECT AREA: Facilities Renewal Program**

a) Please provide photos of the Albion Road (A&C) properties and the Merivale Road properties (including aerial footage).

b) What are the vintages of the main buildings on each of these sites?

c) What is the square footage of the main office buildings on each of these sites?

---

**RESPONSE:**

a) Photo attachments are as follows:

- Attachment VECC-40(A): Albion Road Parcel A Aerial View
- Attachment VECC-40(B): Albion Road Parcel A Photo
- Attachment VECC-40(C): Albion Road Parcel C Photo
- Attachment VECC-40(D): Merivale Road Aerial View
- Attachment VECC-40(E): Merivale Road Photo

b) Please see Table A below for the vintages and square footage of the Albion and Merivale facilities.

1                    **Table A – Albion and Merivale Facilities' Vintage and Square Footage**

	<b>Albion</b>	<b>Merivale</b>
Vintage (Year Built)	1956	1971
Office Square Footage	80,125	42,982
Garage Area	62,433	14,100
Indoor Material Storage	15,324	16,250

2

3            c) Please see the response to part (b) above.



