



Ontario
Energy
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DECISION AND ORDER

EB-2020-0154

BURLINGTON HYDRO INC.

Application for Electricity Distribution Licence Amendment

BY DELEGATION, BEFORE: Brian Hewson
Vice President,
Consumer Protection & Industry Performance

July 23, 2020

DECISION AND ORDER

Burlington Hydro Inc. (BHI) applied on June 2, 2020, under section 74 of the *Ontario Energy Board Act, 1998* (OEB Act) for an amendment to its Electricity Distribution Licence ED-2003-0004 (Licence). Specifically, BHI is seeking the Ontario Energy Board's (OEB) approval of an exemption from section 2.6.3 of the Distribution System Code (DSC) and section 2.6.2 (d) of the Standard Supply Service Code (SSSC)¹ to December 31, 2020.

On February 11, 2020, the OEB issued its EB-2019-0265 Decision and Order approving an amendment to the Licence to exempt BHI from implementing requirements of the identified sections of the DSC and SSSC until August 31, 2020. The OEB granted the exemption based on the understanding that BHI was in the process of implementing a new Customer Information System (CIS), which would meet all the requirements of the amended customer service rules, with an estimated in-service date in Q3 of 2020. The OEB found that it would not be prudent for BHI to incur significant costs to customize its existing CIS, which was to be replaced.

BHI is now requesting an extension as it is not able to meet the August 31, 2020 deadline. BHI states that due to challenges related to the COVID-19 pandemic the planned implementation schedule and in-service date of BHI's new CIS has been delayed for several reasons. BHI states that it had to re-allocate key CIS project resources in order to support unplanned customer service and billing system changes related to the emergency COVID-19 electricity prices and implementation of emergency assistance programs. In addition, BHI states that it had to re-allocate resources dedicated to implementation of the new CIS to support continued business operations in light of the challenges imposed by the COVID-19 pandemic. BHI is expecting its new CIS to be live by the end of 2020 and to be fully compliant with requirements set out in section 2.6.3 of the DSC and section 2.6.2 (d) of the SSSC by December 31, 2020.

This Decision and Order is being issued by the Delegated Authority, without holding a hearing pursuant to section 6(4) of the OEB Act.

The OEB has considered the evidence provided by BHI regarding the impact of the

¹ Both of these sections are amendments to the respective codes, which came into force on March 1, 2020, as per the Ontario Energy Board's (OEB) March 14, 2019 notice of amendments to the DSC, the SSSC, and the Unit Sub-Metering Code and Gas Distribution Access Rule (GDAR) – EB-2017-0183.

pandemic on its plans to implement the new CIS and finds that the delay in implementing the CIS has been justified. Therefore, in accordance with its earlier finding that it would not be prudent to require BHI to incur the costs of adjusting its current CIS to meet the requirements of section 2.6.3 of the DSC and section 2.6.2 (d) of the SSSC, the OEB approves the amendment of the Licence to extend the exemptions until December 31, 2020.

IT IS ORDERED THAT:

1. Burlington Hydro Inc.'s Electricity Distribution Licence ED-2003-0004, specifically Schedule 3 "List of Code Exemptions", is amended to include an exemption from section 2.6.3 of the Distribution System Code. This exemption expires on December 31, 2020.
2. Burlington Hydro Inc.'s Electricity Distribution Licence ED-2003-0004, specifically Schedule 3 "List of Code Exemptions", is amended to include an exemption from section 2.6.2 (d) of the Standard Supply Service Code. This exemption expires on December 31, 2020.

DATED at Toronto, July 23, 2020

ONTARIO ENERGY BOARD

Original signed by

Brian Hewson
Vice President, Consumer Protection & Industry Performance