



BY EMAIL

August 26, 2021

Jeffrey Smith
Hydro One Networks Inc.
483 Bay Street
7th Floor, South Tower
Toronto ON M5G 2P5
Regulatory@HydroOne.com

Dear Mr. Smith:

**Re: Request Notice Content Update
Hydro One Networks Inc.'s application for 2023-2027 Transmission and
Distribution Rates
Ontario Energy Board File Number: EB-2021-0110**

This letter is in response to your letter dated August 23, 2021, requesting changes to the requirements set out in the OEB's Letter of Direction, dated August 19, 2021. Hydro One requested the following changes to the requirements in the OEB's Letter of Direction:

- (i) Modifications to the standard email that Hydro One is required to send to its distribution customers and the requirement to attach the OEB's Notice of Hearing to the email
- (ii) Modifications to the Tweet that Hydro One is required to publish in English
- (iii) To waive the requirement to publish a translated Tweet in French

The OEB has addressed your requests as follows:

- (i) *Modifications to the standard email and the requirement to attach the OEB's Notice of Hearing to the email*

In its letter, Hydro One requested approval to modify the text of the standard email that Hydro One is required to send to its distribution customers and to include in the email a link to Hydro One's application summary. Hydro One stated that it is concerned that the OEB's standard email could cause customer confusion and result in complaints like those experienced in previous rate applications. Hydro One stated that its proposed modifications provide "greater transparency, clarity and context about how our

application reflects system needs, customer and provincial benefits, as well as the impact on rates.”

Hydro One also requested that the OEB waive its requirement to attach the Notice of Hearing to the email. Hydro One noted that its current email provider is “unable to include attachments as they can be responsible for spreading viruses, cause delivery problems or be blocked by filters.” As an alternative, Hydro One proposed that the OEB’s standard email be modified such that it includes a link to the OEB’s Notice of Hearing and a link to Hydro One’s customer-focused application summary. Hydro One stated that by providing information “on system needs and benefits as well as the rate impacts it will improve understanding about the rate application and build confidence in the process.”

The OEB does not accept Hydro One’s request to modify the OEB’s standard email. The purpose of the email is to notify Hydro One’s distribution customers about the filing of the application and the OEB’s hearing. Accordingly, the email directs customers to review the OEB’s Notice of Hearing for instructions on how to participate in the hearing. Given the specific purpose of the email and the OEB’s standardized approach to these notices, the OEB will not adopt the modifications proposed by Hydro One. It is important for the OEB’s Notice of Hearing to remain neutral, and the message should not appear to provide a justification, or advocate, for the relief sought. Further, with respect to Hydro One’s request to provide additional context in the email about rate impacts, the OEB notes that the Letter of Direction already directs Hydro One to provide a link to the Notice of Hearing on its website. In making their decision on whether to participate in this hearing, the OEB expects that Hydro One’s customers will review the application and related materials that are available on Hydro One’s website. To that end, Hydro One may wish to highlight certain aspects of its application, such as the customer-focused application summary, and it may post the documents in an easily accessible location on its website or where the OEB’s Notice of Hearing is posted. The OEB also notes that the requirement to email customers, using a standardized email, has been a long-standing requirement and in place since 2017.

With respect to the requirement to attach the Notice of Hearing to the email, in light of the concerns noted by Hydro One, the OEB is waiving this requirement. Hydro One need not attach a copy of the Notice of Hearing. To be clear, the OEB’s Letter of Direction requires that the email include a “live link” to “the Notice posted on Hydro One’s website” and this requirement continues to apply.

(ii) *Modifications to the Tweet that Hydro One is required to publish in English*

Hydro One also proposed modifications to the Tweet that it was directed to publish, noting that its proposed changes “provide greater clarity and focus on the outcomes of this rate application.”

For the reasons set out above in the context of the email message, the OEB also does not accept Hydro One’s request to modify the Tweet. As with the email notification, the purpose of the Tweet is to inform interested parties about the filing of the application and to advise that that they may participate in the OEB’s hearing. As noted above, the OEB expects that interested parties will be able to access the Notice of Hearing and any related application or contextual materials on Hydro One’s website and as such the OEB’s standard Tweet will not be modified.

(iii) To waive the requirement to publish a translated Tweet in French

In addition, Hydro One requested that the OEB waive the requirement to publish a Tweet in French noting that “... Hydro One does not tweet in French on its account....”

The OEB will not accept Hydro One’s request to waive the requirement to publish a Tweet in French. The OEB notes that Hydro One has in the past complied with this requirement and the OEB does not accept the rationale for modification of the approach. The OEB has issued a French version of the Notice of Hearing which will be published in two French language newspapers and will be posted on Hydro One’s website. The Tweet directs interested parties to the French version of the OEB’s Notice of Hearing that is posted on Hydro One’s website and as such is an important requirement.

Yours truly,

Original Signed By

Christine E. Long
Registrar

Encl.

cc: Charles Keizer, Torys LLP
Arlen Sternberg, Torys LLP