



**Savoie
Laporte**

Savoie Laporte LLP
Bay Adelaide Centre West
333 Bay Street, suite 900
Toronto, ON M5H 2R2
Canada

Myriam Seers
myriam.seers@savoielaporte.com
+1 416 886 7154
Sebastian Melo
sebastian.melo@savoielaporte.com

Sent by Email

July 11, 2022

Ontario Energy Board
2300 Yonge Street
27th Floor
Toronto, ON M4P 1E4
Attention: Registrar

Dear Ms. Marconi,

**Re: EB-2022-0013 Application for Incremental Capital Funding by Alectra
Utilities– SBUA Interrogatories**

In accordance with procedural order No. 1 for the above-noted proceeding, please find enclosed SBUA's interrogatories to the applicant, Alectra.

Yours very truly,



Sebastian Melo

Savoie Laporte
Counsel for the Small Business Utility Alliance (SBUA)

ONTARIO ENERGY BOARD

IN THE MATTER OF the Ontario Energy Board Act, 1998, S.O. 1998, c. 15, Schedule B, as amended;

AND IN THE MATTER OF an application by Alectra Utilities for an Order or Orders approving Incremental Capital Module funding to undertake urgent underground cable renewal projects in the PowerStream Rate Zone and the Enersource Rate Zone for 2023 and 2024.

EB-2022-0013

INTERROGATORIES OF THE SMALL BUSINESS UTILITY ALLIANCE

SBUA 1. Exhibit 3, Schedule 4, page 8. Reference: ICM Projects PRZ and ERZ - Cable Replacement

- a. Please explain what is the average time of completion of each project proposed by Alectra regarding the “Cable replacement”.
- b. Please explain the consequences in terms of service interruption and any other impact to small businesses resulting from the cable replacement, if any.
- c. Please explain which measures Alectra plans to adopt to mitigate those interruptions or impacts if any.

SBUA 2. Exhibit 3, Schedule 4, page 8. Reference: ICM Projects PRZ and ERZ - Cable Injection

- a. Please explain what is the average time of completion of each project proposed by Alectra regarding the “Cable injection”.
- b. Please explain the consequences in terms of service interruption and any other impact to small businesses resulting from the cable injection, if any.
- c. Please explain which measures Alectra plans to adopt to mitigate those interruptions or impacts if any.

SBUA 3. Exhibit 4, Attachment 11, page 6. Reference: *“A strong majority of Alectra Utilities customers across all rate classes and in all rate zones are satisfied with the utility overall. More often than not, residential customers are more satisfied than business customers, but this varies by rate zone. Among business customers, larger volume customers tend to be more satisfied than lower volume customers”.*

- a. Please explain what measures have been adopted by Alectra to improve customer satisfaction in lower volume business customers.
- b. Please provide any report and/or analysis that support the measures adopted by Alectra.
- c. If there are no measures adopted, please explain what measures Alectra will take to improve customer satisfaction in lower volume business customers.


SBUA 4. Exhibit 4, Attachment 11, page 8. Reference: Top Three Priorities by Rate Class

- a. Please explain what measures have been adopted by Alectra to help GS<50kW business customers manage electricity consumption.
- b. Please provide any report and/or analysis that support the measures adopted by Alectra.
- c. If there are no measures adopted, please explain what measures Alectra will take to help GS<50kW customers manage electricity consumption.

SBUA 5. Exhibit 4, Attachment 11, Summary of Customer Preferences, page 7. Reference: *“Which of the following cable injection strategies would you prefer?” “Don’t Know”*

- a. Please explain what measures were adopted by Alectra to help small business customers understand the options proposed regarding cable injection strategies.
- b. Please provide any report and/or analysis that support the measures adopted by Alectra.
- c. Please explain if after receiving the answer “Don’t know” there was some feedback or a more detailed explanation by Alectra to the small business customers to help them understand the proposed options.

Submitted on behalf of the Small Business Utility Alliance this July 11, 2022.



~~Sebastian Melo~~
Myriam Seers
Counsel for the SBUA