

J.O.L Shewchun
Interrogatory Submission
Milton Hydro Distribution
2023 Cost of Service
EB 2022-0049

J.O.L. Shewchun Interrogatory No. 1

Reference: Customer Centric Organization, Exhibit 1 p.21

Not only in Exhibit 1, but scattered throughout the application, Milton Hydro states they want to build a Customer Centric Organization where loyalty, satisfaction and trust are established with its customers. Many Customer objection letters, to this proposed increase, have been received by the OEB. Milton Hydro customers state that the proposed increase is too high, will cause financial hardship and have requested that the OEB NOT grant this increase.

- 1a) Has Milton Hydro read the Customer Letters sent to the OEB?
- 1b) Would Milton Hydro be prepared to respect their customers and postpone this increase until inflation returns to 2-3%?
- 1c) If not why not?
- 1d) If this increase is postponed what catastrophic destructive event could occur in the next year?
- 1e) Would Milton Hydro be prepared to do anything to ease the financial burden for its customers?

J.O.L. Shewchun Interrogatory No.2

Reference: Enterprise Resource Planning System (ERP) Exhibit 1 p.20

The implementation of ERP is a major driver in this application for a large increase.

- 2a) Please provide a complete, detailed costing to implement and maintain this program, including increased need for personnel, precise IT requirements including software, consultants, training costs, etc.
- 2b) If ERP were not implemented what decrease would there be on the proposed increase to residential customers of 4.18%, \$5.32 per month and for GS Customers?
- 2c) If ERP were not implemented what expense savings would benefit Milton Hydro?
- 2d) Please provide all documentation related to ERP which influenced Milton Hydro to implement ERP.

J.O.L. Shewchun Interrogatory No. 3

Reference: Lean Six Sigma Methodology(LSSM) Exhibit 1 p. 25

- 3a) Did a consultant recommend LSSM? If not what was the impetus for its implementation.
- 3b) Please provide a detailed costing to implement and maintain this LSSM.

J.O.L. Shewchun Interrogatory No. 4

Human Resources

References: Resource Optimization Review Report, Exhibit 4, Attachment 4-3

Executive and Board, Exhibit 4, 4.3.4.4

Customer Engagement Survey, Exhibit 2, Attachment 2-2, DSP Appendix J

OEB 2020/21 Year Book Of Electricity Distributors

In the Resource Optimization Review Report, it states: "Milton Hydro has maintained a workforce well below the average of its large-size LDC". Throughout the application Milton Hydro refers to itself as a large-size LDC and comparisons are continually made to large-size LDC's as justification for this increase. In contrast, in The Customer Engagement survey, which was conducted among Milton Hydro Customers, it states: Milton Hydro has been operating as a small sized electricity distributor...the community has grown to the point that we must now operate as a medium sized electricity distributor."

- 4a) Please explain this contradiction.
- 4b) Why didn't Milton Hydro make comparisons to mid-sized LDC's through out the application?

Milton Hydro states that it has maintained a workforce well below the average of its large-sized LDCs. Milton Hydro with a customer base of 41 221 is compared to LDCs with a customer base of over 50 000 customers:

